

Complaints Policy

In these conditions “We”, “us”, “our” or “the company” shall mean HOLLZ DOLLZ HQ Ltd. Registered address: 253 Doncaster Road, Barnsley, South Yorkshire, United Kingdom, S70 3RH

Our aim is to provide the best service possible. While we always strive to achieve this, there will be times when the client is unhappy with the service. We aim to handle complaints quickly in an effective, fair and honest way.

The policy aims to ensure that:

- ✂ All members of the public know how to provide feedback to HOLLZ DOLLZ HQ Ltd and the process of making a complaint is simple;
- ✂ All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep the customer informed of the progress;
- ✂ Improved customer relations are built by resolving feedback during the initial stages wherever possible;
- ✂ All Complaints are logged, recorded and analysed as part of the customer satisfaction procedure.

All feedback is recorded and monitored so that we learn from it and take action to improve services.

The definition of a complaint

A complaint is defined as “An expression of dissatisfaction regarding HOLLZ DOLLZ HQ Ltd standards of training, service, action or lack of action”

Who can make a complaint?

Any member of the public or their representative, staff, businesses, public and voluntary bodies can make a complaint about us.

How a complaint can be made

Verbally – To the salon owner, Ms Hollie Louise Lingard

By Email: hollie@hollz-dollz-hq.com

By Letter to our registered address: 253 Doncaster Road, Barnsley, South Yorkshire. S70 3RH

The complaints process

Stage 1: All complaints must be made to the salon owner, Ms Hollie Louise Lingard. A response should be made within 5 working days. This is regardless of how the complaint or expression of dissatisfaction is made.

Stage 2: If you feel the response to your complaint under stage one is unsatisfactory, we will investigate further and liaise with any additional staff whose information may help resolve the complaint.

You will receive a response within 10 working days. If an interim reply is needed you will be given a timescale by which a full reply will be received.

If you feel the response to your complaint is still not satisfactory, you must advise us within one calendar month of the date of the response from stage 2 otherwise the case will be closed.

Confidentiality

All complaints are treated with confidentiality in mind. Only the salon manager and the affected member of staff will be aware that a complaint has been received and is being dealt with.

Anonymous complaints will be acted upon. It is, however, better to provide contact details so that the complainant can be informed of the outcome.

Aggressive or obsessive complaints

HOLLZ DOLZ HQ Ltd wants to deal fairly and honestly with complainants and ensure that other users, clients and staff do not suffer detriment from persons making vexatious complaints.

HOLLZ DOLZ HQ Ltd's solicitors will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

Equalities statement

HOLLZ DOLZ HQ Ltd aims to handle all complaints fairly and honestly regardless of who makes the complaint. We treat all members of the community equitably and will not show bias to any particular individual or group.

Matters that are outside the policy

Complaints which are subject to legal proceedings are not included in this policy

Policy Status

Approved: Hollie Louise Lingard

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