

mynewhair Feedback and Complaints Procedure

Feedback on a mynewhair salon

All salons / wig suppliers in our *mynewhair* network of salons that care, sign up to our Guiding Principles (a copy of which can be found at www.mynewhair.org).

Our Guiding Principles exist to ensure that every member of our salon network provides the same high quality, sensitively delivered service to all of our clients.

If you have any feedback regarding any of our *mynewhair* salons, and the service that they provide, we would love to hear from you.

You can contact us by email at info@mynewhair.org, or by post at the following address:

mynewhair
PO Box 626
Durham
DH1 9LJ

Complaints

If you feel that a *mynewhair* salon / wig supplier that you have visited has not complied with our Guiding Principles, we ask that you first raise any issue that you may have with the salon / wig supplier directly and escalate it through their own complaints procedure.

mynewhair salons / wig suppliers are **not** employees / contractors of *mynewhair* and are therefore individually responsible and liable for any service that they provide to clients.

If, after raising your complaint with the salon / wig supplier, you wish to bring your complaint to our attention, then please contact us, either by email or post as above, with the following information:

- The name and address of the *mynewhair* salon / wig supplier in question.
- The name of the *mynewhair* stylist that you dealt with.
- The service that you received at the *mynewhair* salon / wig supplier that lead to the complaint being made (i.e. wig cut, supply of a wig, aftercare / hair re-growth advice).
- How you feel that service did not comply with our Guiding Principles.

Response to complaints

Once we are in receipt of the above information, we will contact you in writing to acknowledge receipt of your feedback within 7 days of receiving your complaint.

We will then contact the *mynewhair* salon / wig supplier that is the subject of your complaint and ask them for their account of the matter that you have raised with us.

We will subsequently evaluate the information gathered, with regards to our Guiding Principles, and provide you with a full response from the Trustees of *mynewhair*, or their representative, within 28 days of your original complaint being made.

If, for any reason, we are unable to provide you with a full response to your complaint within 28 days of receipt of your complaint, we will advise you as such as soon as possible and provide you with a new date upon which you can expect to receive our response.

Please note, we can only receive and evaluate complaints about a *mynewhair* salon in the context of our Guiding Principles. Any complaint outside of these parameters cannot be received or evaluated by *mynewhair* and must instead be raised with the salon / wig supplier in question.

In our response to your complaint, we will explain the outcome of our evaluation and any action that has / will be taken.

A copy of our response will be sent to the *mynewhair* salon / wig supplier in question so that they are aware of the outcome of the complaint.

Feedback on the *mynewhair* charity

We always love to hear your thoughts and feedback on our charity.

If you have any feedback regarding *mynewhair* then please contact us by email at info@mynewhair.org, or by post at the following address:

mynewhair
PO Box 626
Durham
DH1 9LJ

We always endeavour to improve and build upon the work that *mynewhair* does and the service that we provide.

We are therefore grateful for any feedback that we receive from people that use our charity's services / the service that our network of *mynewhair* salons provides.

Complaints

If you wish to make a complaint about *mynewhair* as a charity, then please contact us, either by email or post as above, with the details of your complaint.

Response to complaints

Once we are in receipt of the above information, we will contact you in writing to acknowledge receipt within 7 days of receiving your complaint.

We will evaluate the information given and provide you with a full written response, from the Trustees of *mynewhair*, or their representative, within 28 days of your original complaint.