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HOB Salons & Academy

HOB Salons & Academy is a well-established, professional salon group and training academy offering a range of quality hairdressing education courses and apprenticeships alongside exceptional customer and learner experiences.

Mission

To offer learners and apprentices a complete, comprehensive and consistent hairdressing learning experience based on delivering high quality apprenticeships and ongoing training, whilst having a structured format which enables apprentices to become successful hairdressers.

Vision

Our aim is to remain recognised as one of the leading salon & training groups in the UK, demonstrated by our commitment to delivering excellent training and learner satisfaction and innovation within our offering. We strive to continually improve our learner experience.

Core Values

Consistency: We offer consistent standards of hairdressing training and service across all salon and academy locations.

Creativity: Our salon and academy staff are encouraged to offer all clients and apprentices creative solutions to their hairdressing needs and promote creativity throughout the company to ensure our offering remains fashion forward and contemporary.

Service: We deliver the highest levels of services to both customers and learners and provide ongoing training for all staff in order for them to be able to uphold the highest of standards on a continuing basis throughout the duration of their apprenticeship and after completion in a safe and creative environment.

Compliments & Complaints

Policy and Procedure 21/22

Introduction

HOB aims to offer learners and apprentices a complete, comprehensive and consistent hairdressing learning experience and we welcome all types of feedback as this forms part of how we improve our quality.

Compliments

HOB is pleased to receive positive feedback on any aspect of our salon or training academy experience. It is always good to know that what we do has a positive impact on our clients and to hear about good team performance and service. This enables us to know where we are performing well, to pass on feedback to our teams, and to build further upon successful practices.

Compliments procedure:

We will use your feedback to:

- inform us on what aspects of our business are already meeting our high standards
- enable us to pass on appreciation from learners/ employees/ clients to our teams
- give us valuable information on excellent practice which can then be shared across the whole organisation
- inform us on ways that we might improve our policies, procedures or practices to incorporate excellent practice

You can pay us a compliment either by writing to the Director of Quality Paul Simbler, at HOB Salons Head Office, 333 Watling Street, Radlett, Hertfordshire, WD7 7LB, or emailing info@hobsalons.com, or by completing the enclosed feedback form (see appendix 1) and returning to the address provided.

When we receive a compliment, it will be 'logged' by the Director of Quality. The contents of the compliment will be fed back to the Team concerned by the Director.

Complaints

We appreciate that occasionally we will receive complaints or negative reports of a person's experience or the service HOB has provided. We are committed to dealing with this as quickly and courteously as possible and reaching a satisfactory resolution for all involved, including taking steps to prevent the situation from recurring.

Complaints might be about, for example: -

- An aspect of HOB's policy
- The provision of a service (employers/apprentices)
- The way an individual is treated

Compliments and complaints procedure 21/22

Review July 22

Complaints procedure:

We realise that sometimes things go wrong. If your complaint relates to any issues covered by the policies or procedures below, please refer to the relevant procedures instead of this procedure, to ensure your complaint is dealt with appropriately.

- Academic Appeals Procedure
- Assessment Appeals Procedure
- Staff Grievance Procedure (please refer to the HOB staff handbook for more information.)
- Staff Disciplinary Procedure*

Copies of these documents can be obtained from your tutor, or by phoning the Apprenticeship Programme Manager on 020 7485 7272 opt 3.

*If a learner who is subject to disciplinary procedures makes a complaint, which relates in any way to the allegation against him/her, then this matter will be taken into account as part of the Disciplinary Process, not as part of the Complaints Procedures.

Throughout this document an individual who has a complaint will be referred to as a complainant.

1. The complainant should try to resolve the matter informally in the first instance. Dissatisfaction often arises from misunderstanding/ miscommunication. The best starting point therefore is with the person whose actions are the cause of dissatisfaction, or with the manager of the department or team responsible for the provision of the service. If you explain to someone what the problem is they can often provide an immediate explanation or solution.
2. Once it is clear to the complainant that the complaint cannot be resolved by informal means, a complaint should be made as soon as possible. It is much more likely that the matter will be satisfactorily resolved if it is raised at an early stage.

Compliments and complaints procedure 21/22

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3. Complaints will be dealt with quickly, taken seriously, and complainants kept informed of progress if the investigation is prolonged.
4. Staff are under an obligation not to allow a complaint to have any bearing on the way that a learner is treated or assessed; information about a complainant will only be disclosed when appropriate and/or necessary to the investigating team.
5. The relevant Line Manager will investigate complaints relating to a member of staff. The Line Manager will normally be expected to share the complaint with the individual concerned and inform the Director of Quality about progress in the investigation and the outcome of the complaint.
6. If a Stage 2 or 3 investigation identifies concerns about staff performance / conduct, the Director of Quality will notify the Director of Recruitment and Director of Education. If a Stage 2 or 3 investigation identifies concerns about staff performance / conduct, the Director of Quality will notify the Director of Recruitment and Director of Education
7. Complaints received by a team which relate to another team will be forwarded to the Director of Quality for processing as appropriate.
8. Information in relation to complaints will be stored and processed in line with the Data Protection Act 1998 and our GDPR policy.

Informal Complaints

If you have a concern about an aspect of your course or any of HOB's services, you should speak to the staff member directly involved, someone you know already. If you are not sure who to speak to or you do not want to approach the person most directly involved, then you should contact your personal tutor, Salon Manager(s), Academy Manager(s) or a Mentor/IAG champion. If you are aware that other learners share your concern then you should make use of your mentor or go directly to the Apprenticeship Programme Manager.

Stage 1 - Formal Complaints

If a complaint cannot be resolved informally you may make a formal complaint within a reasonable period of time. This stage is designed to enable complaints to be resolved by the team responsible in partnership with the Director of Quality.

- **In the case of learners**, they should raise their complaint/ concern with the Customer Complaints Liaison Officer or the Apprenticeship Programme Manager. The Apprenticeship Programme Manager will then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Apprenticeship Programme Manager will liaise with the Director of Quality who will normally provide feedback in writing to the complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.

- **In the case of a parent/ carer** who is dissatisfied with any aspect of their daughter/son's programme of study at HOB, they should initially bring it to the attention of the Customer Complaints Liaison Officer or the Apprenticeship Programme Manager. The Apprenticeship Programme Manager will liaise with the Director of Quality, take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Director of Quality will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of an employer** who is dissatisfied with any aspect of their employee's course of study at HOB, they should initially bring it to the attention of the Customer Complaints Liaison Officer or the Apprenticeship Programme Manager. The Apprenticeship Programme Manager will liaise with the Director of Quality and/or the Director of Recruitment, then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity. The Directors of Quality/Recruitment will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of a complaint made against an** Apprenticeship Programme Manager or Academy Manager, the Director of Quality will investigate and normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.
- **In the case of a member of the public** who is dissatisfied with any aspect of HOB business, they should initially bring it to the attention of the Customer Complaints Liaison Officer who will pass the complaint to the appropriate Salon Manager or Director of Quality. The Customer Complaints Liaison Officer or Director of Quality will normally provide feedback in writing to the Complainant within 10 working days. If the complainant is dissatisfied with the outcome, they should proceed to Stage 2.

A complaint can be made to our Customer Complaints Liaison Officer Alyson Abrahams or to the Director of Quality Paul Simbler, at HOB Salons Head Office, 333 Watling Street, Radlett, Hertfordshire, WD7 7LB, or emailing info@hobsalons.com, or by completing the enclosed feedback form (see appendix 1) and returning to the address provided.

Stage 2 - Appeal

This stage is designed to deal with any complaint an individual might have that cannot be resolved at Stage 1.

- Complete a Feedback Form (see Appendix 1) setting out clearly the nature and origin of the complaint and send to the Customer Complaints Liaison Officer or the Director of Quality as detailed on the Complaints Form. Complaints Forms are available from reception at any HOB site or via our website. Alternatively, you can write to or telephone a HOB Head Office on 01923 854 100 or the Academy on 020 7485 7272 opt 3.
- If applicable, detail what steps have been taken to resolve your complaint and explain why the outcome at Stage 1 is not considered satisfactory. This information will help us to investigate the complaint more effectively.
- The Customer Complaints Liaison Officer or the Director of Quality will acknowledge all complaints/appeals within ten working days of receipt.
- The Customer Complaints Liaison Officer or the Director of Quality aims to investigate and respond to all complaints within 15 working days. Some complaints, especially if they are complex, may take longer. If it is going to take longer to investigate the complaint, we will let you know and keep you informed of progress.
- Responses to complaints will normally be in writing.

Stage 3 – Independent Review

If you are unhappy with the response to your complaint at Stage 2 you can request that an independent panel reviews your complaint.

- The request for review must be submitted in writing within 10 working days of the written response from HOB, clearly stating the basis of dissatisfaction with the findings of the formal investigation. This request should be addressed to the Director of Quality, HOB Salons, 333 Watling Street, Radlett, Herts, WD7 7LB
- The request for a review will be acknowledged within five working days of receipt.
- The review panel will comprise of a HOB Director, or their nominee, two members of Management, or their nominees (other than that to which your complaint refers, ensuring they are not directly involved with your complaint.) This will enable us to select a manager with relevant knowledge if appropriate. You will be informed of the membership of the review panel.
- The review may take up to 15 working days to complete.
- The Reviewing Directors will send a final response in writing.

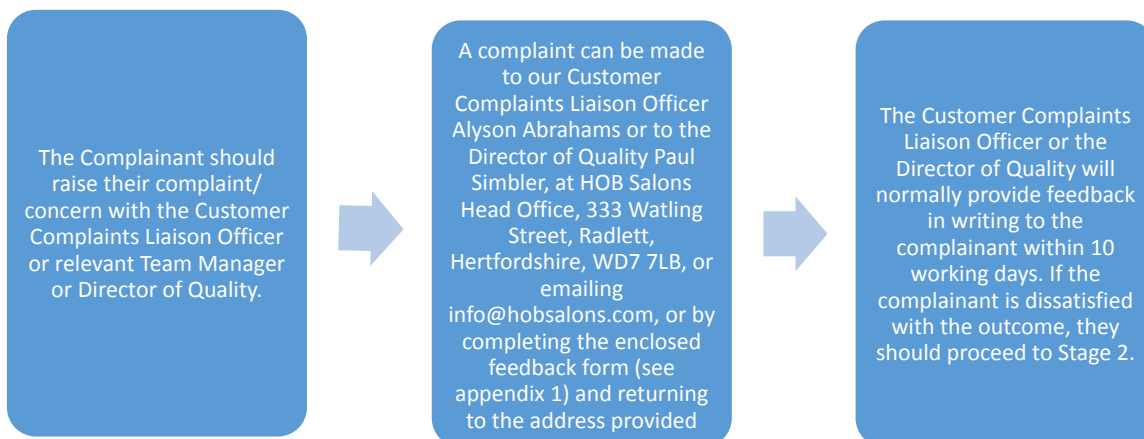
Quality Assurance

The Customer Service Liaisons Officer/Director of Quality keep a status log of all compliments, as well as complaints received at Stages 1,2 and 3. All Stage 1 responses must be shared with the Director of Quality by the staff member who receives it. The Director of Quality meets with the Management Team to review Stage 1 complaints and provides a summary of compliments and complaints to the Director of Recruitment and Director of Education.

Related documents:

- Equality and Diversity Policy
- Employer Handbook

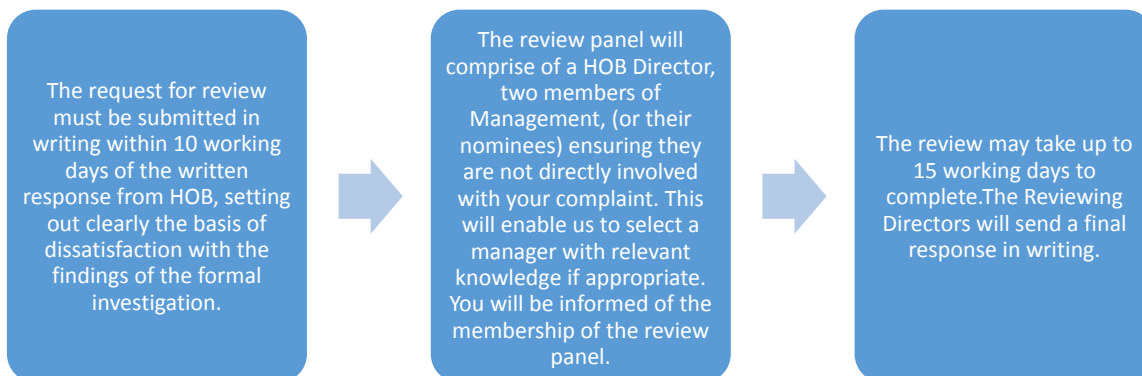
Stage 1



Stage 2



Stage 3 Independent review



Appendix 1 – HOB feedback form

Compliments/complaints (please delete as appropriate)

HOB aims to offer learners and apprentices a complete, comprehensive and consistent hairdressing learning experience. HOB is committed to providing high quality services for our learners, employers and the community in general and we welcome all types of feedback as this forms part of how we improve our quality.

Please complete this form, including as much information as possible.

Please note that staff are under an obligation not to allow a complaint by a learner to have any bearing on the way that the learner is treated or assessed.

Name:	Date:
Address:	
Contact number:	Contact email:
Course/Salon:	
Please set out clearly the nature and origin of your compliment/complaint	
<i>Please continue overleaf if necessary</i>	
If a complaint, please describe the steps you have taken to resolve your complaint informally. If this has not been possible, or the outcome is not satisfactory, please explain why.	
<i>Please continue overleaf if necessary</i>	
Signature of person making compliment or complaint:	

Please return to **HOB** reception or post to: The Customer Serviced Liaisons Officer or Director of Quality – Paul Simbler, HOB Salons Head Office, 333 Watling Street, Radlett, Hertfordshire, WD7 7LB. **The information provided on this form will be stored and processed under the Data Protection Act 1998/GDPR 2018**