



# Complaints Policy

Chocolate Beauty Spa are committed to providing a high quality service to all our clients.

We pride ourselves on our excellent reputation and have a **Satisfaction Guarantee** in place to ensure any issues once highlighted are dealt with swiftly and to your satisfaction. If your happy with our service please tell everyone, if not please tell us.

## Stage 1

We encourage anyone who has been dissatisfied with our service in anyway to let us know so that we can review and put steps in place to resolve the situation. Please let us know within 48 hours of the initial treatment so we can confirm that an unsatisfactory treatment has been carried out.

We will always try to rectify any issue immediately and will work with you to understand and fix any source of dissatisfaction and put measures in place to ensure you are fully satisfied with the service you have received. If we agree an unsatisfactory service has been performed, we will re-do or provide an alternative treatment of equal value completely free of charge. If we are unable to reach a mutually agreeable outcome we will issue you with a refund.

We will log the details and give you a reference number.

## Stage 2

If you are still unhappy and wish to make an official complaint then please ask to speak to the Duty Manager who will investigate and report back on their proposed solution / findings within 48 hours.

## Stage 3

If your issue is still unresolved please submit in writing to:

The Manager, Chocolate Beauty Spa, 131-133 Main Street, Garforth, Leeds LS25 1AF

Alternatively, it can be emailed to [chocbeautyspa@gmail.com](mailto:chocbeautyspa@gmail.com)

All written complaints are acknowledged with 5 working days. If you do not receive a response back please contact us to check we have received your written correspondence.

We will conduct an Internal Review and you may be asked to provide further information or invited to come in to discuss further.

An official written response will be sent following our review with 20 working days.

