Salon client complaint and redo procedure

SOP TEMPLATE

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To resolve unhappy clients fairly and quickly, and keep their trust.

Scope

Any complaint about a service, a result, a product or the client's experience.

Responsibilities

Role	Responsibility
Stylist or receptionist	Listens, records the complaint and books the manager or redo.
Salon manager	Decides on redos and refunds, and follows up.

Procedure

1. **Listen**

   Let the client explain, without interrupting or defending the work.

2. **Look at it together**

   Look at the result with the client, in good light, and ask what they would like.

3. **Offer a fix**

   Offer a free redo within the time your policy sets, or a refund where a redo won't fix it.

4. **Book the redo**

   Book it with the original stylist or another if the client prefers, with enough time.

5. **Treat reactions seriously**

   If the client reports burning, itching or swelling, follow first aid and tell them to see a doctor.

   > **Caution:** Record any reaction as an incident.

6. **Record and follow up**

   Record the complaint and outcome, and check in with the client after the redo.

Records

- The complaint record and outcome.
- Incident reports for any reaction.

Related documents

- Consultation and patch test procedure

Revision history

Version	Date	What changed	Approved by