

Activity report October 2019 - 2020

This report details the activity completed by the NHBF Hair and Beauty Mediation scheme from October 2019 to October 2020.

1. 'Domestic' and 'cross-border' disputes

The table below details the total number of 'domestic' and 'cross-border' disputes we have received in the last year as well as the type of complaints to which the domestic disputes and cross-border disputes relate. The information has been broken down by industry: hairdressing, barbering, African-type hairdressing/barbering, beauty therapy, and nail services.

Industry	Domestic disputes type	Number received	Cross-border dispute type	Number received	Total number of domestic disputes received	Total number of cross-border disputes received
Hairdressing	Hair Extension Service	2	N/A	0	5	0
	Hair Colouring Service	1				
	Hair Highlighting Service	1				
	Hair Cutting Service	1				

2. Systematic or significant problems and raising traders' standards and best practices

The table below details any systematic or significant problems that have occurred frequently and led to disputes between consumers and traders of which you have become aware due to your operations.

We have also provided relevant recommendations to hair salons and barbershops with the objective of raising traders' standards and best practices, and to avoid problems or the potential requirement for ADR mediation in future.

Systematic or significant problem(s) occurring frequently	How can this problem be avoided or resolved in future?
<p>Hairdressing services</p>	<p>Our advice to salons would be to ensure they complete a full consultation and record the consultation findings including any relevant tests such as allergy alert.</p> <p>Make sure you have a clear accessible complaints policy in place. This will ensure:</p> <ul style="list-style-type: none"> - You and your team know what to do when someone complains. - You can demonstrate you followed your complaints policy. <p>Ensure all aspects of the complaints policy is explained to the client in any correspondence, for example, if the service could have been completed by another stylist.</p> <ul style="list-style-type: none"> - When and how to refer a complaint to ADR mediation. <p>COVID 19 The NHBF maintains a dedicated coronavirus hub on its website containing up-to-date information and guidance for salon and barbershop Members including: links to government guidelines</p>

	<p>across the UK, NHBF reopening guidance, frequently asked questions and the “Do it right” campaign. CTSI in partnership with the NHBF have developed a specific hair and beauty business companion bulletin, which provides guidance for hair and beauty businesses during the COVID-19 pandemic.</p> <p>Also the free CTSI Business Companion provides impartial legal guidance for businesses.</p>
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3. Total number of disputes and grounds for dispute refused

The table below details the total number of disputes which we have refused to deal with.

Total number of disputes refused to deal with	Percentage of total	Grounds for dispute refused (<i>For example, the dispute is frivolous or vexatious.</i>)
0	0	0

4. ADR procedures discontinued

The table below details the percentage of ADR procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation.

The percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation	Operational reason
0	0

5. Average time spent on resolving domestic disputes and cross-border disputes

The table below details the average time spent on resolving domestic disputes and cross-border disputes.

Average time to resolve domestic disputes	Average time to resolve cross-border disputes
3.5 days	N/A

6. Percentage rate of compliance

The table below details the percentage rate of compliance with the outcomes of the alternative dispute resolution procedure.

Percentage rate of compliance with ADR procedure outcomes 60%
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7. How we co-operated with any network of ADR entities for cross-border disputes

No cross-border disputes
