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# NHBF HAIR & BEAUTY MEDIATION ANNUAL ACTIVITY REPORT 2023 - 2024

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# SCHEDULE 5 ACTIVITY REPORT

## NHBF HAIR AND BEAUTY MEDIATION / REPORTING PERIOD: 2023 - 2024

This report details the activity completed by the NHBF Hair and Beauty Mediation scheme so from 16 October 2023 to 15 October 2024.

### DOMESTIC' AND 'CROSS-BORDER' DISPUTES

(a) the number of domestic disputes the ADR entity has received

(b) the types of complaints to which the domestic disputes and cross-border disputes relate

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 and service or treatment.

| INDUSTRY AND TYPES OF COMPLAINTS TO WHICH THE DISPUTES RELATE | NO. ENQUIRIES RECEIVED (DOMESTIC) | NO. ENQUIRIES RECEIVED (CROSS-BORDER) | NO. DISPUTES RECEIVED (DOMESTIC) | NO. DISPUTES RECEIVED (CROSS-BORDER) | NO. DISPUTES ACCEPTED (CONTINUED TO CASE) (DOMESTIC) | NO. DISPUTES ACCEPTED (CONTINUED TO CASE) (CROSS-BORDER) |
|---|-----------------------------------|---------------------------------------|----------------------------------|--------------------------------------|--|--|
| HAIRDRESSING HAIR PIECE SERVICE                               |                                   |                                       |                                  |                                      | 2  |  |
| BEAUTY SERVICE  |                                   |                                       |                                  |                                      | 1  |  |
| HAIRDRESSING – COLOUR SERVICE                                 |                                   |                                       |                                  |                                      | 2  |  |
| <b>TOTAL</b>  | <b>26<br/>(5+2+0+19)</b>          | <b>0</b>                              | <b>7<br/>(5+2)</b>               | <b>0</b>                             | <b>5</b>   | <b>0</b>   |

19% (5) of enquiries were from disputes accepted (continued to case) (domestic), 7% (2) were refused by the trader (NHBF member), (0) resolutions were completed outside of ADR Mediation, % (0) was out of scope, 72% (19) of disputes were related to a trader (salon or barbershop) who was not a NHBF member\* and 42% (8) of these were eligible enquiries were not pursued by the consumer.



**A description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity:**

From the cases from 2023-24, it appears colouring hair is the most significant issue between the consumer and trader, the NHBF have a number of resources to support Members completing these services, as detailed below.

**(c) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders’ standards and to facilitate the exchange of information 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 we have become aware due to our operations.

| SYSTEMATIC OR SIGNIFICANT PROBLEM(S) OCCURRING FREQUENTLY      | HOW CAN THIS PROBLEM BE AVOIDED OR RESOLVED IN FUTURE?  |
|--|---|
| <p><b>GENERAL HAIR AND BEAUTY SERVICES</b></p>                 | <p>A thorough consultation to include skin and hair testing, the use of visual aids (photographs), shade charts, including a breakdown of the service, full costs, timings and outcome should be carried out before the service takes place so both the consumer and trader are in agreement and the consumer has realistic expectations.</p> <p>Our continuing advice to salons and barbershops would be to follow the updated NHBF Code of Conduct: For <a href="#">Salon and Barbershop owners</a> and for <a href="#">Self-employed contractors</a> working in NHBF member businesses .</p> <p>NHBF members have access to a range good practice guidelines, via our <a href="#">news/blogs</a> and <a href="#">shop</a>.</p>   |
| <p><b>HAIRDRESSING AND BARBERING SERVICES</b></p>              | <p>The NHBF continue to provide and update our health and safety resources. <a href="#">Health and Safety toolkits for Hairdressing and Barbering, Hair consultation and industry test toolkit</a> for its members including:</p> <ul style="list-style-type: none"> <li>• <a href="#">Guide to consultation, allergy alert and industry tests</a></li> <li>• <a href="#">Allergy alert poster</a></li> <li>• <a href="#">Consultation, allergy alert and industry tests record cards</a></li> <li>• <a href="#">Example consultation, allergy alert and industry tests record card</a></li> <li>• <a href="#">Qualifications &amp; Age Restrictions Factsheet</a></li> </ul>   |
| <p><b>BEAUTY, NAILS, AESTHETICS AND WELLBEING SERVICES</b></p> | <p>The NHBF continue to provide and update <a href="#">Beauty Health and Safety toolkits, Beauty consultation and industry test toolkit</a> for its members including:</p> <ul style="list-style-type: none"> <li>• <a href="#">Consultation and industry tests guide for beauty</a></li> <li>• <a href="#">Client Consultation Forms &amp; Questionnaire Cover sheet for beauty</a></li> <li>• <a href="#">Client consultation questionnaire for beauty</a></li> <li>• <a href="#">Consultation and industry tests: healthcare questionnaire for beauty</a></li> <li>• <a href="#">Qualifications &amp; Age Restrictions Factsheet</a></li> </ul> <p>These toolkits also include the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">Client information sheet</a></li> </ul> |
| <p><b>CONSUMER GOOD PRACTICE</b></p>                           | <p>We also have a number of <a href="#">free resources</a> on our website for non-members on good practice, insurance, consultation and industry tests.</p>   |

**(d) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes**

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 | REASONS FOR DISPUTE REFUSED (FOR EXAMPLE, THE DISPUTE IS FRIVOLOUS OR VEXATIOUS.) |
|---|---------------------|---|
| 2   | 8%                  |   |

| REASON   | NO. REJECTED | PERCENTAGE OF REJECTED |
|--|--------------|------------------------|
| a) the consumer has not attempted to contact the trader first                                      |              |                        |
| b) the dispute was frivolous or vexatious  |              |                        |
| c) the dispute had been previously considered by another ADR body or the court                     |              |                        |
| d) the value fell below the monetary value   |              |                        |
| e) the consumer did not submit the disputes within the time period specified                       |              |                        |
| f) dealing with the dispute would have impaired the operation of the ADR body                      |              |                        |
| g) other (enquired too early, not yet complained to trader, trader not member, advice call etc...) | 2            | 100%                   |

\*If a dispute was raised with a trader who was not an NHBf member, the trader was sent information on NHBf membership, dealing with complaints, the ADR scheme rules, timescales and the ADR mediation service. The consumer was also notified that the salon/barbershop was not a member at the time, therefore not eligible to utilise the scheme. They were also notified that an invitation had been sent to the salon/barbershop to become a member. If the salon/barbershop did not become a member, the ADR request was then refused as the trader was not eligible.



**(e) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;**

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

|  | NO. DISCONTINUED | % OF DISCONTINUED |
|--|------------------|-------------------|
| <b>Discontinued for operational reasons.</b> | <b>0</b>         | <b>0%</b>         |

**(f) the average time taken to resolve domestic disputes and cross-border disputes:**

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

|  | DOMESTIC  | CROSS-BORDER |
|--|---|--------------|
| <b>Average time taken to resolve disputes (from receipt of complaint)</b>      | 9 Weeks (from Letter 1 – acknowledgement receipt of application to the final outcomes letter) | N/A          |
| <b>Average time taken to resolve disputes (from ‘complete complaint file’)</b> | 8 working days (from final outcomes to case closed)   | N/A          |
| <b>Total average time taken to resolve disputes</b>                            | 10 weeks (letter1 to case closed)   | N/A          |

**(g) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)**

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

| <b>Percentage rate of compliance with ADR procedure outcomes</b> |
|--|
| 5 Hair and Beauty Mediation cases                                |
| 2 agreed compliances with ADR procedure outcomes 40%             |
| 3 disagreed (non-compliance with ADR procedure outcomes) 60%     |



## FURTHER INFORMATION

Established in 1942, the National Hair & Beauty Federation (NHBF) has over 5,000 Members and is the UK's largest trade body for the hair, beauty and barbering industries.

The NHBF focuses on helping Members to run successful and profitable hair and beauty businesses by providing advice, specialist support and tailored services to meet the unique challenges of running a salon or barbershop.

**Membership** is open to salons, barbershops and chair, space and room renters.

**Trade membership** is open to suppliers of salon products, equipment, advice or services and colleges or training providers.

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