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NHBF HAIR & BEAUTY MEDIATION BIANNUAL ACTIVITY REPORT 2022 - 2024

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SCHEDULE 6 BIANNUAL ACTIVITY REPORT

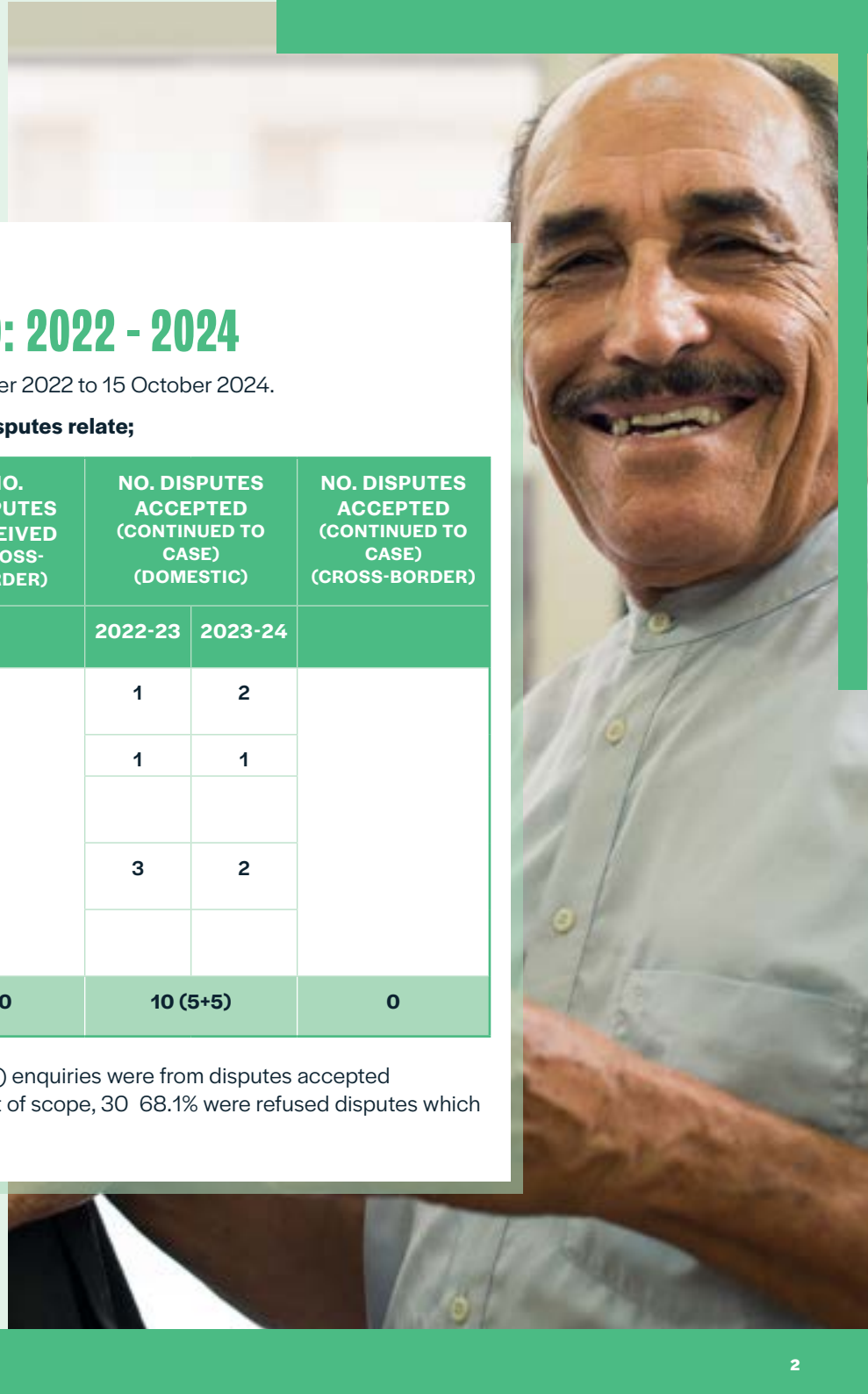
NHBF HAIR AND BEAUTY MEDIATION / REPORTING PERIOD: 2022 - 2024

This report details the activity completed by the NHBF Hair and Beauty Mediation scheme from 16 October 2022 to 15 October 2024.

(a) the number of disputes received by the ADR entity and the types of complaints to which the disputes relate;

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)
	2022-23	2023-24		2022-23	2023-24		2022-23	2023-24	
HAIRDRESSING HAIR EXTENSIONS PIECE	18 (5+0+1+1+11+0)	26 (5+2+0+19)		7 (5+1+1)	7 (5+2)		1	2	
BEAUTY							1	1	
HAIRDRESSING SERVICE - PERM									
HAIRDRESSING - COLOUR SERVICE							3	2	
HAIRDRESSING - CUTTING SERVICE									
TOTAL	44 (18+26)	0	0	14 (7+7)	0	0	10 (5+5)	0	0

In 2022-2024 there were 44 enquiries received; no enquiries received were cross-border, 22.7% 10 (5+5) enquiries were from disputes accepted (continued to case, domestic), 6.8% 3 was refused by the eligible trader (NHBF member), 2.27% 1 was out of scope, 30 68.1% were refused disputes which related to a trader (salon or barbershop) who was not a NHBF member.





As detailed in the [NHBF State of the Industry surveys spanning 2023-2024](#), the hair and beauty sector faced unprecedented challenges following the pandemic's aftermath. The industry, valued at £6.2 billion, saw 84% of businesses increasing prices due to operational costs, with 79% specifically impacted by energy cost challenges averaging 95% higher than previous years.

The NHBF's update on its ["Careers at the Cutting Edge"](#) report continued to highlight critical staffing issues, with 67% of businesses struggling to recruit qualified staff and 54% facing retention challenges. Salons were particularly affected by post-pandemic consumer behaviour changes, Brexit-related supply chain disruptions, and the rise of home beauty services established during lockdowns.

This period has seen a steady flow of Hair and Beauty Mediation services requests from late 2022 into early 2024, similar to the previous two years. Economic pressures persisted throughout 2023-4, with businesses facing additional challenges from rising business rates, rental costs, and increasing competition from beauty tech and at-home devices, while simultaneously needing to invest in sustainable practices and digital transformation.

TYPES OF DISPUTES:

(b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached;

REASON	NO. DISPUTES DISCONTINUED	PERCENTAGE DISCONTINUED
Rejected for operational reasons	4	29%
a) the consumer has not attempted to contact the trader first		
b) the dispute was frivolous or vexatious	1	7%
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		
Case withdrawn by consumer		
Case withdrawn by trader	3	21%
Solution reached without ADR		
The trader was not a member of the ADR scheme (if this is a requirement)		
2022-24		

(c) the average time taken to resolve the disputes which the ADR entity has received;

	DOMESTIC	CROSS-BORDER
Average time taken to resolve disputes (from receipt of complaint)	2022- 24: 9 Weeks (from Letter 1 – acknowledgement receipt of application to the final outcomes letter)	N/A
Average time taken to resolve disputes (from receipt of complaint)	8 working days (from final outcomes to case closed)	N/A
Total average time taken to resolve disputes 10 weeks	10 Weeks (letter 1 to case closed)	N/A

(d) the rate of compliance, if known, with the outcomes of its alternative dispute resolution procedures;

2022–2023: 5 Hair and Beauty Mediation cases 4 agreed compliances with ADR procedure outcomes 80% 1 disagreed (non-compliance with ADR procedure outcomes 20%)

2023-2024: 5 cases (2 agreed compliances with ADR procedure outcomes 40%, 3 disagreed (non-compliance with ADR procedure outcomes 60%)

PERCENTAGE RATE OF COMPLIANCE WITH ADR PROCEDURE OUTCOMES	
2022-2023	2023-2024
5 Hair and Beauty Mediation cases 4 agreed compliances with ADR procedure outcomes 80% 1 disagreed (non-compliance with ADR procedure outcomes 20%)	5 Hair and Beauty Mediation cases 2 agreed compliances with ADR procedure outcomes 40% 3 disagreed (non-compliance with ADR procedure outcomes 60%)
Average over the two-year period: 60.0%	



(e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future;

SYSTEMATIC OR SIGNIFICANT PROBLEM(S) OCCURRING FREQUENTLY	HOW CAN THIS PROBLEM BE AVOIDED OR RESOLVED IN FUTURE?
<p>Handling complaints and consumer law</p>	<p>We have reviewed our NHBF Hair and Beauty Mediation webpages, updated guides and produced a number of blogs on our website. These include:</p> <p>Guide to handling complaints.</p> <p>The importance of client consultation blog</p> <p>Complaints policy</p> <p>Delivering an outstanding client experience</p> <p>Consumer Law Guide, Handling Complaints Guide and policy template</p> <p>The importance of front of house</p> <p>Make a big difference to your salon reception</p>
<p>General hair and beauty services</p>	<p>Our advice to salons, barbershops and clinic would be as detailed in previous reports to follow our updated NHBF Code of Conduct: For Salon and Barbershop owners and for Self Employed. This code has been updated with further employment information.</p> <p>Our members on joining the NHBF have access to good practice guidelines cover: Insurance requirements, Qualifications, training and licences, Health & safety, Salon/barbershop standards, Client consultations, Allergy alert testing, Age restrictions, Advertising, promotion and pricing, Pay and tips, Complaints, Professional pride and Employment.</p>
<p>Support and advice</p>	<p>The NHBF continues to provide Health and Safety toolkits for Hairdressing and Barbering, as part of its Business in a Box packages, Hair consultation and industry test toolkit and Beauty Health and Safety toolkits, Beauty consultation and industry test toolkit for its members.</p> <p>We have produced a of support resources, news items and blogs to help members:</p>

(f) This point has been removed in amendments on 1 January 2021

(g) where the ADR entity provided training to its ADR officials, details of the training it provides;

THE BELOW DETAILS TRAINING PROVIDED TO ADR OFFICIALS

Caroline Larissey - Chief Executive	Hair, beauty and aesthetics standards, qualifications, manufacturers, and industry protocols.
Cathy Weston – Director of Quality and Standards	Internal procedures, documentation training
Sadie Brockbank – Quality, Standards and Partnership Manager	Internal procedures, documentation training
Tina Beaumont - Membership Director	Internal procedures, documentation refresher training

(h) an assessment the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.

EFFECTIVENESS OF YOUR ADR PROCEDURE	WAYS ADR PROCEDURE PERFORMANCE CAN BE IMPROVED IN THE FUTURE
<p>Minor amendment was made to the ADR website to ensure it remained UpToDate.</p> <p>We developed further information for both the salon and consumer on the types of evidence that may be provided to support the ADR process, to avoid lengthy file transfers of evidence.</p> <p>We feel that the ADR procedure meets both consumer and salon needs, as positive feedback has been received regarding the service provided, even when the ADR mediation outcome has not been agreed.</p>	<p>Due to the increase numbers of ineligible applications, leading to disputes being discontinued as Trader are not NHBF member we are exploring way’s the NHBF mediation service could be digitalised and broadened to include non-members.</p> <p>We are looking to integrate the NHBF Hair and Beauty Mediation scheme into our internal CRM system.</p>





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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