

Two Yearly Activity Report

Activity Report:

This report has been compiled to detail the activity completed by the NHBF Hair and Beauty Mediation scheme from 17/10/2018 to 16/10/2020.

1. Total number of disputes

The table below details the total number of disputes we have received as well as the types of complaints to which the disputes relate.

Dispute Type	Number received	Total number of disputes received
Hairdressing	Hair Colour - Balayage	2
Hairdressing - wig making	Hairpiece	1
Hairdressing	Hair Extension Service	2
Hairdressing	Hair Colouring Service	1
Hairdressing	Hair Highlighting Service	1
Hairdressing	Hair Cutting Service	1
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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, with the objective of raising traders' standards and best practices, suggested to beauty and/or hair salon and barbershops to avoid problems or resolve the potential requirement for Hair and Beauty ADR Mediation in future

<p>Systematic or significant problem(s) occurring frequently. For example, lack of awareness amongst traders of consumer rights in relation to rejection of goods under the new Consumer Rights Act 2015.</p>	<p>How can this problem be avoided or resolved in future? For example, need for greater awareness of free CTSI Business Companion advice guides on consumer rights amongst business groups.</p>
	<p>All cases related to different hairdressing services. The NHBF has produced and updated several guides and blogs to ensure its members avoid problems occurring that may lead to complaints</p> <p>These include:</p> <ul style="list-style-type: none"> • The importance of consultation. • Delivering an outstanding client experience. • Guide to handling complaints. • Allergy alert testing. • Complaints policy. <p>In addition, due to the current COVID 19 pandemic, the NHBF has maintained a dedicated coronavirus hub on its website containing up-to-date information and guidance for salon and barbershop Members including: links to government guidelines across the UK, NHBF reopening guidance, frequently asked questions and the “Do it right” campaign.</p> <p>CTSI in partnership with the NHBF have also developed a specific hair and beauty business companion bulletin, which provides guidance for hair and beauty businesses during the COVID-19 pandemic.</p>

3. Changes to ADR procedures

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

Total number of discontinued ADR procedures for operational reasons /Total number of ADR procedures-initiated x 100.	Operational reason
0	

4. Average time spent on resolving disputes

The table below details the average time you take to resolve disputes you have received.

Average time to resolve domestic disputes.	Average time to resolve cross border disputes.
3.5 Days	0

5. percentage rate of compliance

The below details the percentage rate of compliance, if known, with the outcomes of the alternative dispute resolution procedure.

Percentage rate of compliance with ADR procedure outcomes
2018-2019: 0%
2019-2020: 60%
Overall: 30%

6. An assessment of the effectiveness of your co-operation in that network

We are not currently a member of a network of ADR entities which facilitates the resolution of cross-border disputes.

7. Training

The below details training provided to ADR officials	
Caroline Larissey	Hair, beauty and aesthetics standards, qualifications, manufacturers, and industry protocols including Covid-19. BPP Professional Education Course - consumer law - one day course.
Tina Beaumont - Goddard	Internal procedures, documentation refresher training
Deborah Bennison	Certificate in consumer law provided by Central Law Training - two-day course.

8. ADR effectiveness

The below details the effectiveness of our ADR procedure, what has been completed and improved and ways we intend to improve performance in the future.

Effectiveness of your ADR procedure	Ways ADR procedure performance can be improved in the future
<p>A review of the ADR procedure was completed in January 2020, which led to the refinement of the ADR procedure, associated documentation, and the development of further guides to support salons. These include:</p> <ul style="list-style-type: none"> The importance of consultation. Delivering an outstanding client experience. Guide to handling complaints. 	<p>We are intending to develop further information to support how salons record and store vital information on consumer salon appointments. We are also intending to provide 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>

NHBF HAIR & BEAUTY MEDIATION

- [Allergy alert testing.](#)
- [Complaints policy.](#)

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. .