

# NHF HAIR & BEAUTY NBF MEDIATION

## Activity report October 2019

This report details the activity completed by the NHF/NBF Hair and Beauty Mediation scheme from October 2018 to October 2019.

### 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 colour - Balayage	2	N/A	0	3	0
Hairdressing - wig making	Hairpiece	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?
Balayage/highlights/colour	<p>Our advice to salons would be to ensure the consumer/client understands what balayage is:</p> <p>“A freehand hair colouring technique that gives a ‘sun-kissed’ blended natural look with no harsh or obvious regrowth lines.”</p> <p>The potential effects to the hair condition should also be explained along with any aftercare products and services and the difference from other colouring techniques, such as highlights, slices or ombre.</p> <p>We would highly recommend that the salon maintains a robust record card system and they record:</p> <ul style="list-style-type: none"> <li>• All consultation information.</li> <li>• Any relevant tests.</li> <li>• The application method.</li> <li>• The products used.</li> <li>• Services completed.</li> </ul> <p>This provides valuable evidence to prove that the service was completed to industry standards and all the necessary tests were carried out.</p>

Hairdressing - wig making

Our advice for consumers is to avoid where possible remote purchases of personalised hair items such as wigs and hairpieces to avoid disappointment. Until you see an item, including the colour texture, fit and density, it is very difficult to judge if the purchase will be right for your needs. Wherever possible, purchase wigs or hairpieces from the same place you intend to have your wig/piece fitted and styled to avoid disappointment. A consumer has the right to a refund for personalised/custom-made items only if they identify a fault after purchase. Consumers must ensure they are totally happy with their purchase before they decide to have the wig/hairpiece personalised, fitted, cut or styled, as once personalised this impedes the right to return as the item is not in its original condition or as supplied.

Our advice to salons is to avoid the remote sale of personalised/custom-made items such as wigs and hairpieces. Insist that a consumer visits the salon to purchase the item and have the item fitted and styled to ensure they can see, feel and try the item.

The free [CTSI Business Companion advice guides on consumer rights amongst business groups](#) provides further guidance that salons can use if they are unsure of the law on trading standards.

**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

0%

**7. How we co-operated with any network of ADR entities for cross-border disputes**

No cross-border disputes