

Activity report October 2020 - 2021

This report details the activity completed by the NHBF Hair and Beauty Mediation scheme from 16 October 2020 to 15 October 2021.

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	Domestic disputes type (service or treatment)	Number received	Cross-border dispute type	Number received	Total number of domestic disputes received	Total number of cross-border disputes received
Hairdressing	Hair Colouring (balayage)	1	n/a	0	10	0
Hairdressing	Hair Colouring Lightening/bleaching	1				

Due to the COVID-19 Pandemic, which resulted in the mandatory closure of hair and beauty businesses over a number of months, the number of ADR cases has been significantly reduced during 2020-21. However, once businesses were back open, the NHBF experienced an increase in enquiries, requests for advice and ADR applications.

(c) 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

(d) 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.

We have also provided relevant recommendations to hair salons and barbershops, taking into account the post COVID-19 climate, 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 - Colouring and lightening (bleach) services complaints</p>	<p>Our advice to salons would be to follow the two updated NHBF member toolkits for Hair or Beauty on consultation and industry tests. These toolkits include the following:</p> <ul style="list-style-type: none"> • Consultation and industry tests guide for beauty • Guide to consultation, allergy alert and industry tests • Allergy alert poster • GDRR compliant confidential record card • Client information sheet • Consultation, allergy alert and industry tests record cards • Example consultation, allergy alert and industry tests record card • Client Consultation Forms & Questionnaire Cover sheet for beauty • Client consultation questionnaire for beauty • Consultation and industry tests: healthcare questionnaire for beauty • Qualifications & Age Restrictions Factsheet <p>Non- members can access the Blog on insurance, on consultation and industry tests.</p> <p>We would also recommend that Members utilise and download the relevant Hair or Beauty health and safety toolkits. The delivering an outstanding client experience guide is a useful tool for a salon or barbershop to succeed. We have a Consumer Law Guide which details how clients are protected by a range of</p>

consumer laws when buying goods and services. Members have access to a [Handling Complaints](#) guide and [policy template](#) to help with your customer complaints process, including a [complaints policy](#) template and a [deadlock letter template](#) and when and how to refer a [complaint to ADR mediation](#).

COVID-19 Advice

2020-21 has continued to be a challenging year for salons and barbershops, with mandatory closures of businesses to meet Government guidelines.

The NHBF has continued to maintain a dedicated [coronavirus hub](#) on its website containing up-to-date information, [frequently asked questions](#) and guidance to support salons and barbershops.

The NHBF also led on a “[Do it right](#)” campaign to ensure salons and barbershops met the Governments guidelines, keeping themselves and their clients safe.

CTSI, in partnership with the NHBF, updated the [specific hair and beauty business companion bulletin](#).

We have also updated our COVID-19 [Working Safely Guide](#) to a [reopening guide for hair and beauty salons and barbershops](#) and a [Continuing to work safely during COVID-19 guide](#).

Specific coronavirus (COVID 19) resources have been developed for Members to use, including:

- [Client health check questionnaire](#)
- [Contractor/visitor health check questionnaire](#)
- [Extended furlough step by step guide to furlough](#)
- [Risk Assessment: Daily checklist when open](#)
- [Risk assessment: Re-opening an empty building checklist](#)

NHBF HAIR & BEAUTY MEDIATION

	<ul style="list-style-type: none"> Risk assessments: Salon/barbershop reopening template (PDF) (The NHBF resources detailed are free for Members to download)
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(e) 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	Grounds for dispute refused (<i>For example, the dispute is frivolous or vexatious.</i>)
8	80%	G. Trader not member*

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...	8 (trader not member)*	80%

*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.

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

(g)

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

(h) the average time taken to resolve domestic disputes and cross-border disputes;

(i)

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
2 days	N/A

(h) 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.

Percentage rate of compliance with ADR procedure outcomes
100%

