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| **(your salon name)**  POLICIES AND PROCEDURES | | |
| **Subject: Dealing with Client Complaints/Reactions** | | **SOP CODE:** |
| **Division:** Front Desk/Therapists/Manager | |  |
| **Standard: Keep CALM.** Speak Clearly and be empathetic. Reassure client that you will sort this out. | | |
| **Policy:**   * **KEEP CALM** * Reassure client that you will sort it out * Follow the procedure * Take photos * Call for back up and help from a colleague or manager * DO NOT LOSE THE CLIENT. BE SURE TO BOOK FOR NEXT APPOINTMENT NO MATTER WHAT | | |
| **Procedure:**  SKIN REACTION IN TREATMENT ROOM   1. As soon as you have seen a skin reaction (ie, skin goes bright red) and/or client expresses discomfort and complains about it IMMEDIATELY tell the client:   “Mr/Mrs xxxxxx please do not worry or stress about this, I promise you we will sort it out. please allow me to apply an instant soothing and calming product to your skin to reduce the redness and inflammation. I would also like to take a photgraph of your skin for our investigation please. Will that be okay? And then I will begin my investigation into what might have caused this?”   1. Cold compress the skin and remove any residue of product left on the skin first. The coldness will calm inflammatory response immediately 2. Apply the calming mask/serum immediately onto the skin 3. While the mask/serum is on the skin, take out the completed client consultation form and a reaction form and begin completing it. tell the client that you are completing the form so you can formally investigate. Ask client as many questions as possible even though you may see the answers yourself on the skin, by asking them you are making them feel involved and showing that you genuinely care about getting their problem sorted out. 4. After completing the form in full, ask the client how their skin feels now. 5. Cold compress the skin again and take another photograph to see the change in the skin after the mask/serum. 6. By now the skin should have calmed down. If not, apply calming/soothing serum again and the client will go home with that serum on the skin. 7. Say to your client: “Mr/Mrs xxxx I am going to send you home with this special calming serum, please don’t remove it and don’t wash the skin with anything tonight. If possible can you take an anti-hystamine which will help too. I am going to get hold of our brand partner to try and figure out what may have caused this and I will call you tomorrow. Please do not worry about paying for the treatment, lets rather get this sorted out and we can book you in for another treatment soon” 8. Walk your client to the front door to say goodbye and offer them a small container to take home with an application of the serum and mask for use at home. There is no need to give them a full size product free since you are not charging for the treatment. But offering a little decanted product will show you want to help. 9. Send brand partner the reaction form and consultation card and photographs and allow them to help you with any suggestions. Ask your brand partner to please contact the client too as this will show that you have taken the necessary steps to report their reaction. 10. Call your client the next day and ask how their skin is feeling and looking. 11. If they are better, say: “I am so pleased. Your forms are with our brand partner but it seems to me that you had a slight reaction to one of the products applied or your skin reacted to the heat from the steamer, which I will get to the bottom of it and we will be sure not to use that on your skin again” 12. Send your client a message the next day to say you are so pleased they are better and you will call them the following week to book their next appointment. Then call the following week and book them back in. important not to leave this client to call in and book their treatment, you must be sure to call them. 13. If they are not better, ask them to send you a photograph however by the next morning any form of reaction or inflammation should have calmed down. 14. If your client is still extremely red, inflamed and has major discomfort or burning sensation which is highly unlikely but in the event of that, offer to send them to your dermatologist for a consultation as back up. It is important that you send your client to your chosen dermatologist that you have a relationship with who will be support and back up to you and not get the client more worked up and stressed than they already are. 15. Follow up with your client every step of the way, so on the day they see the dermatologist and ensure to get a written report from the dermatologist that you send to the client. Once their skin is better and calm be sure to message as per above to say you are so pleased the matter is resovled and looking forward to seeing them back soon.   IF THE CLIENT RETURNS PRODUCTS CLAIMING THEY HAVE HAD A REACTION   1. I’m so sorry to hear that. We have not had any complaints about our products so I am so surprised. Don’t worry I will sort this out and make sure you are happy. Please may I complete the necessary paperwork for our records and to send to our brand partners who assist us with product related queries. 2. Complete the forms with the client and ensure the client signs the form acknowledging the information. Ensure to get the consultation card and briefly go through the card checking the information with the client again. 3. Look at the products they have returned and check they have not been used to almost finished. 4. “I can either exchange these products for something else similar to try on your skin or if possible for you to wait a day or two until I get hold of our brand partners so they can recommend what you should use. what would you prefer?” (do not offer to refund unless client specifically wants a refund). 5. If the client asks for a refund you will say: “It is not our policy to refund but rather to exchange product, may I ask that you give us a chance to try something else that will suit you better?” 6. If the client insists on a refund they are more than likely experiencing buyers remorse or the husband reprimanded and they feel guilty. 7. Don’t argue with the client if they want a refund. “I will ask my manager to refund you as I value you as a client and want to make sure you keep coming back and always do my very best for you. give me a minute and I will sort this out for you.” 8. When you have processed the refund, return to the client to ask if they would like the refund in cash or to their card (depeding on refund policy) and then say: “can we book your next appointment while you are here? I know you will need a pedicure soon (or whatever service they normally have) | | |
| Date SOP issued: | Therapist Signature: | |
| Date SOP trained: | Therapist Signature: | |