

essentialnails®  
FREE YOUR TALENT



## Essential Nails LTD Complaints Policy

[www.essentialnails.com/complaints](http://www.essentialnails.com/complaints)

### **Definition of a Complaint.**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Essential Nails Courses, products or services.

### **Confidentiality.**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Complaints Policy.**

Essential Nails views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### **Our policy is:**

To provide a fair complaint procedure.

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.

To make sure everyone at Essential Nails knows what to do if a complaint is received

To make sure all complaints are investigated fairly and in a timely way.

To make sure that complaints are, wherever possible, resolved and that relationships are repaired.

To gather information which helps us to improve what we do.

### **How do I complain ?**

We hope that you will be delighted with our products and service, but if something is unsatisfactory, we want to know about it, so we can resolve it for you.

### **Please contact us:**

By Phone: 01440 820 999

By Email: [info@essentialnails.com](mailto:info@essentialnails.com)

### **In writing:**

Essential Nails, Manor Road, Haverhill, Suffolk, CB9 0EP

### **What will happen next ?**

Your complaint will be acknowledged within 24 hours (within published office hours) by our Customer Service and Support Team. You will be advised of the next steps and informed of the procedure and actions that need to be taken. Whenever possible we will work to resolve your complaint immediately, but if this is not possible, you will receive a definitive reply within 48 hours. The Customer service team will work to resolve your complaint to your satisfaction.

If you feel that your complaint has not been satisfactorily resolved, please request your complaint is referred, for review by our Sales, Training & Customer Care Manager.

Essentialnails® and Free Your Talent® are registered trademarks of Essential Nail Products Ltd.