Magnify Salon Client Compliant Policy

Our aim is to provide the best service possible, and while we always strive to achieve this, there will be times when the client is unhappy with the service. We aim to handle complaints quickly in an effective, fair and honest way. The policy aims to ensure that:

- All members of the public know how to feedback to Magnify Salon and the process of making a complaint is simple;
- All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep the customer informed of the progress;
- Improved customer relations are built by resolving feedback during the initial stages wherever possible.
- All feedback is recorded and monitored so that we learn from feedback and take action to improve services.

Magnify Salon stands behind our work 100%. If for any reason the client is not completely satisfied with the services they receive, we will make it right. The client needs to let us know within a reasonable amount of time (a week) after services and BEFORE going anywhere else and we will promptly get you back in on the schedule for any adjustments or tweaks that need to be performed. Client will not receive a refund when we re-do the services. No additional charges will be applied with correction style, color, etc.

Stylist Guidelines:

1. Don't argue or disagree with your client. Don't take it personal.
2. Thank your client for the opportunity to make it right. Your client just gave you the opportunity to make them happy and to hopefully have a client for life. All you have to do is correct it and make them happy.
3. Listen to your client, apologize sincerely and offer to make it right as soon as possible according to the salon's redo policy.
4. If you personally can't correct the challenge, get a second opinion from the lead stylist or owner stylist. Sometimes a neutral party can help remedy the challenge.
5. Documentation is a must for future refence for the client. Document the complaint in the clients notes in the computer, what you agreed upon to correct it and the end result.

MAGNIFY
Salon