

Complaints Policy

Customer service and satisfaction is of the utmost importance at Strength in Beauty. If we have anything you feel we need to change or improve we would like to hear from you. We don't want to feel that we have let you down in any way! We believe in openness and transparency and know that from time to time things could go wrong – and with that your right to make a complaint.

You can do this in several ways –

Speak to us about any concerns you may have. The odds are that we aren't aware of doing something you're unhappy with and would want to do our best to rectify the situation for you!

If you don't feel comfortable speaking to us, you can put your complaint/concern/suggestion in writing and email it to : contact@strengthinbeauty.co.uk

You could also write a letter and send it to : Strength In Beauty, Mirren Court One, 119 Renfrew Road, Paisley, PA3 4EA

Once we have received a complaint/concern/suggestion we will endeavour to address it and contact you with a resolution within two weeks.

As a full member of the Federation of Holistic Therapists which is governed by the Professional Standards Authority. Strength In Beauty is duty bound to uphold the codes of practice set out by the Federation of Holistic Therapists. Full details can be found at www.fht.org.uk