



NHBF HAIR & BEAUTY MEDIATION ANNUAL ACTIVITY REPORT 2022 - 2023

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SCHEDULE 5 ACTIVITY REPORT

NHBF HAIR AND BEAUTY MEDIATION / REPORTING PERIOD: 2022 - 2023

This report details the activity completed by the NHBF Hair and Beauty Mediation scheme from 16 October 2022 to 15 October 2023.

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 AND TYPES OF COMPLAINTS TO WHICH THE DISPUTES RELATE	NO. ENQUIRIES RECEIVED (DOMESTIC)	NO. ENQUIRIES RECEIVED (CROSS-BORDER)	NO. DISPUTES RECEIVED (DOMESTIC)	NO. DISPUTES RECEIVED (CROSS-BORDER)	NO. DISPUTES ACCEPTED (CONTINUED TO CASE) (DOMESTIC)	NO. DISPUTES ACCEPTED (CONTINUED TO CASE) (CROSS-BORDER)
HAIRDRESSING					1	
HAIR PIECE SERVICE						
BEAUTY SERVICE					1	
HAIRDRESSING - COLOUR SERVICE					3	
TOTAL	18 (5+0+1+1+11 +0)	0	7 (5+1+1)	0	5	0

27.5% (5) of enquiries were from disputes accepted (continued to case) (domestic), 0% (0) were refused by the trader (NHBF member), 5.5% (1) resolutions were completed outside of ADR Mediation, 5.5 % (1) was out of scope, 60.5% (11) of disputes were related to a trader (salon or barbershop) who was not a NHBF member* and 48% (0) were eligible enquiries were not pursued by the consumer.



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:

One year on from the NHBF Careers at The Cutting Edge report, the hair and beauty sector is showing signs of positivity outlined in the NHBF quarterly survey. The number of enquiries to Hair and Beauty Mediation service has significantly dropped, alongside the number of cases that have been taken forward to mediation.

(c) 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.

SYSTEMATIC OR SIGNIFICANT PROBLEM(S) OCCURRING FREQUENTLY	HOW CAN THIS PROBLEM BE AVOIDED OR RESOLVED IN FUTURE?
HAIRDRESSING	<p>Our continuing advice to salons and barbershops would be to follow the NHBF Code of Conduct: For Salon and Barbershop owners and for Self-employed contractors working in NHBF member businesses .</p> <p>NHBF members have access to a range good practice guidelines, via our news/blogs and shop.</p> <p>We have enhanced our skills zone webpages, and access the Pivot Point LAB.</p>
HAIRDRESSING AND BARBERING SERVICES	<p>The NHBF continue to provide and update our Health and Safety toolkits for Hairdressing and Barbering, Hair consultation and industry test toolkit for its members including:</p> <ul style="list-style-type: none"> • Guide to consultation, allergy alert and industry tests • Allergy alert poster • Consultation, allergy alert and industry tests record cards • Example consultation, allergy alert and industry tests record card • Qualifications & Age Restrictions Factsheet
BEAUTY, NAILS, AESTHETICS AND WELLBEING SERVICES	<p>The NHBF continue to provide and update Beauty Health and Safety toolkits, Beauty consultation and industry test toolkit for its members including:</p> <ul style="list-style-type: none"> • Consultation and industry tests guide for beauty • 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>These toolkits also include the following:</p> <ul style="list-style-type: none"> • GDRR compliant confidential record card • Client information sheet
CONSUMER GOOD PRACTICE	<p>We also have a number of free resources on our website for non-members on good practice, insurance, consultation and industry tests.</p>

(d) 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	REASONS FOR DISPUTE REFUSED (FOR EXAMPLE, THE DISPUTE IS FRIVOLOUS OR VEXATIOUS.)
1	5.5%	B. the dispute was frivolous or vexatious, therefore

REASON	NO. REJECTED	PERCENTAGE OF REJECTED
a) the consumer has not attempted to contact the trader first		
b) the dispute was frivolous or vexatious	1	
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...)	11 Trader (salon or barbershop) not a NHBF member*	60.5

*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.





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

The table below details the percentage of ADR procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation.

	NO. DISCONTINUED	% OF DISCONTINUED
Discontinued for operational reasons.	1 case resolution was completed outside of ADR Mediation	5.5%

(f) the average time taken to resolve domestic disputes and cross-border disputes:

The table below details the average time spent on resolving domestic disputes and cross-border disputes.

	DOMESTIC	CROSS-BORDER
Average time taken to resolve disputes (from receipt of complaint)	9 Weeks (from Letter 1 – acknowledgement receipt of application to the final outcomes letter)	N/A
Average time taken to resolve disputes (from 'complete complaint file')	8 working days (from final outcomes to case closed)	N/A
Total average time taken to resolve disputes	10 weeks (letter1 to case closed)	N/A

(g) 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
5 Hair and Beauty Mediation cases
4 agreed compliances with ADR procedure outcomes 80%
1 disagreed (non-compliance with ADR procedure outcomes) 20%



FURTHER INFORMATION

Established in 1942, the National Hair & Beauty Federation (NHBF) has over 5,000 Members and is the UK's largest trade body for the hair, beauty and barbering industries.

The NHBF focuses on helping Members to run successful and profitable hair and beauty businesses by providing advice, specialist support and tailored services to meet the unique challenges of running a salon or barbershop.

Membership is open to salons, barbershops and chair, space and room renters.

Trade membership is open to suppliers of salon products, equipment, advice or services and colleges or training providers.

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