Date [insert date]

Dear [insert client’s name]

**YOUR COMPLAINT**

I’m sorry that we have not been able to resolve your complaint to the satisfaction of both parties.

We have followed our complaints procedure but we have now reached the end of that process. In accordance with the Alternative Dispute Resolution for Consumer Disputes Regulations 2015, we are now referring you to Hair & Beauty Mediation, which is a certified provider of Alternative Dispute Resolution (ADR)\*

Alternative Dispute Resolution is a process of mediation which aims to find a fair and reasonable solution to resolve a dispute which is acceptable to both parties. The outcome is not binding on either party, unless it is accepted by both in which case it becomes binding on both parties. If one or both parties reject the proposed solution, either is free to take legal action through the courts. The outcome of mediation may be different from decisions made by a court.

Please note there is a charge of £30 (including VAT) for us and £12 (including VAT) for you as the client. We will take part in the Alternative Dispute Resolution process.

Hair & Beauty Mediation can be contacted by:

**Phone:** 01234 831965

**Email:** mediation@nhf.info

**Website:** [www.nhf.info/complaints](http://www.nhf.info/complaints)

You must notify Hair & Beauty Mediation within 12 months of receiving this communication that you want to apply for Alternative Dispute Resolution. For further information and to apply, go to the website above and complete the application form.

Yours sincerely

[insert name of business owner]

**About Hair & Beauty Mediation**

*\*Hair & Beauty Mediation is owned and operated by the National Hairdressers Federation (NHF), the UK trade association for hair salons, barbershops and its sister trade association, the National Beauty Federation (NBF) for beauty salons. It is authorised by the Chartered Trading Standards Institute in accordance with the Alternative Dispute Resolution for Consumer Disputes (Competent Authority and Information) Regulations 2015.*

