

CLIENT CARE &
COMPLAINT HANDLING
POLICYPOLICY



Voyage International Beauty
www.voyageinternationalbeauty.com
Info@voyageinternationalbeauty.com



TERMS & CONDITIONS

Introduction

1.1 This policy outlines the client care and complaints handling procedures for Voyage International Beauty.

Client Care

1.2 We prioritize our clients' interests, dedicating resources to protect them. We strive to mitigate risks and uphold best practices in our company operations.

1.3 We are committed to resolving any client complaints promptly, and initiating internal reviews as needed to enhance our service quality.

2. Customer Care

2.1 Our client care is delivered professionally by well-trained and knowledgeable staff across the company.

2.2 Every team member is responsible for considering the needs of each client, ensuring they receive accurate information, equal access, privacy, and dignity.

2.3 Our services consistently aim to meet high-quality standards, and clients are informed of their options for recourse if these standards are not met.



Core Principles of Our Client Care Policy

2.4 Our client care policy is built on the following principles:

- Every team member influences the quality of service and care a client receives, affecting their perception of us.*
- The procedures in this policy are applicable to everyone in the company, not just those in direct contact with clients.*
- We are committed to protecting our clients' interests, dedicating resources to safeguard them, and mitigating risks.*
- We strive to maintain best practices in company operations and deliver services professionally.*
- This policy serves as a framework for our team, ensuring they are informed about their roles and responsibilities.*
- We promote good practices in client service and monitor performance to address any issues.*
- We provide clear guidance on handling client comments and complaints.*



3. Complaint Handling

3.1 A complaint is any expression of dissatisfaction from a client regarding our services, whether justified or not.

3.2 We recognize that complaints are a part of business and have established procedures to ensure that all complaints are treated fairly, resolved effectively, and promptly.

3.3 Our Managing Partner, Jade Erasmus, leads the complaint handling process, ensuring that all complaints are addressed professionally and any necessary changes are implemented promptly.

Summary of Our Complaint Handling Process

3.4 Our process ensures that complaints are handled fairly, consistently, and promptly, with appropriate records kept and management controls in place to identify and resolve recurring problems.

3.5 Clients are informed about how to make a complaint, and all complaints are handled free of charge.

Recognizing a Complaint

3.6 A complaint can be made verbally or in writing and does not have to explicitly mention the word "complaint." Any expression of dissatisfaction must be treated as a complaint.



3.7 Team members receiving a complaint must refer it immediately to the designated complaints handler to ensure prompt and efficient resolution.

3.8 If a complaint is resolved by the close of the next business day and the complainant accepts the response, no further action is required. Otherwise, the complaint is escalated to a formal process.

Timescales

3.9 Complaints should be resolved as early as possible. If unresolved, the complaint must be logged, and the Managing Partner informed.

3.10 An acknowledgment of the complaint must be issued within 5 working days, detailing who is handling it and when the client can expect further contact.

3.11 A final response should be provided within 4 weeks, explaining the outcome of the investigation, offering any appropriate remedies, or detailing why the complaint was rejected. If a final response cannot be issued within this timeframe, an update explaining the delay and providing a new timeline must be sent.

3.12 A final response must be issued within 8 weeks of receiving the complaint.

Review Process & Root Cause Analysis

3.13 We conduct root cause analysis to understand and address the reasons behind complaints, enabling us to improve our processes and prevent future issues.

3.14 The Managing Partner or Senior Compliance Officer may initiate an internal review of service quality based on complaints received.



Record-Keeping

3.15 All complaints and their resolutions must be documented and retained for at least five years.

Confidentiality

3.16 Complaint-related information is shared only with those who need to know it.

Information to Be Communicated to Clients

3.17 Voyage International Beauty strives to provide the best possible service. However, if we fall short, we have procedures to address and resolve complaints effectively and fairly.

3.18 We ensure that all complaints are fully investigated by a competent person not directly involved in the matter and that appropriate actions are taken to reach a fair solution.

