



HARRY ANTHONY

HAIR

Complaints Procedure

Here at Harry Anthony Hair we understand that it is imperative to offer a high level of customer service. We understand that we have a duty of care to our customers and strive to ensure that we are always transparent. Our primary goal is to create value for our customers and a hairdressing service that you will be happy with.

Harry Anthony Hair recognises however that we may get it wrong from time to time. We endeavour to recognise our mistakes and ensure they are not repeated in the future which ultimately means we can refine our service and deliver beyond our customer expectations.

If you have a complaint about the service you have received from us, in the first instance call the salon 0151 226 4422. If this doesn't resolve your issue write to the salon owner Maria Doran within one week of your service either by post Harry Anthony Hair 2-4 Broadway, Norris Green, Liverpool, L11 1BZ or via email contact@harryanthonyhair.co.uk

We take any complaints very seriously and will work with you to resolve any issues we don't however offer any refunds but are always happy to correct any mistake that we are at fault for.