

Complaints Policy

Slayers Ink Ltd | 9b King Street, Lancaster, LA1 1JN

Version 1 (Drafted: 21/07/2026 | Approval: 21/07/2026 | Last Review Date: 21/07/2026 | Next Review Date: 21/07/2027)

Policy Statement

At Slayers Ink, we are committed to providing a professional, safe and welcoming environment for all our clients. We value feedback and take all complaints seriously, using them as an opportunity to improve our services and maintain high standards of customer care. This policy outlines how complaints will be managed fairly, consistently and confidentially in accordance with good business practice.

1. Responsibilities

- **Members:**
 - Ensure all complaints are handled promptly, fairly and professionally.
 - Investigate complaints thoroughly and impartially.
 - Respond to complaints within the timescales set out in this policy.
 - Keep appropriate records of complaints and any actions taken.
 - Review complaints periodically to identify trends or opportunities for improvement.
 - **Non Members - Tattoo Artists, Piercers, Reception Team:**
 - Treat any dissatisfied client with courtesy and respect.
 - Where possible, resolve minor concerns immediately.
 - Advise clients wishing to make a formal complaint that it must be submitted in writing.
 - Refer all formal complaints to the Members without delay.
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2. Submitting a Complaint

Formal complaints must be submitted in writing by email to:

Email: contactslayersink@gmail.com

Complaints should include:

- The complainant's full name and contact details.
 - The date of the appointment or incident.
 - The name of the tattoo artist or piercer involved (if applicable).
 - A clear description of the complaint.
 - Any relevant photographs or supporting information.
 - The outcome the complainant is seeking, where appropriate.
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3. Complaint Handling

Upon receipt of a written complaint:

- The complaint will be acknowledged as soon as reasonably practicable.
- Heather Cross or Rhia Mawby will investigate the complaint on behalf of Slayers Ink Ltd.
- Where necessary, additional information may be requested from the complainant.
- Any staff members involved may be asked to provide a written account of the incident.
- All complaints will be handled confidentially wherever possible.

4. Response Times

Slayers Ink Ltd aims to:

- Acknowledge complaints within **5 working days** of receipt.
- Provide a full written response within **20 working days** wherever reasonably possible.

If additional time is required due to the complexity of the complaint, the complainant will be informed of the reason for the delay and provided with an updated timescale.

5. Resolution

Following investigation, Slayers Ink Ltd will provide a written response outlining:

- The findings of the investigation.
- Whether the complaint has been upheld, partially upheld or not upheld.
- Any actions taken or proposed to resolve the matter.
- Any improvements identified to prevent similar issues occurring in the future.

Each complaint will be considered individually, and any appropriate resolution will be determined based on the circumstances.

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6. Complaint Records

A record of each complaint will be maintained and will include:

- Date received.
- Name of the complainant.
- Nature of the complaint.
- Investigation undertaken.
- Outcome of the complaint.
- Any corrective actions implemented.

Complaint records will be retained securely in accordance with applicable data protection requirements.

7. Policy Review

This policy will be reviewed at least annually or sooner if:

- Working practices change.
- Relevant legislation or guidance is updated.
- Improvements are identified following a complaint.
- Business procedures are amended.

This Policy has been approved by members

Signed:

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Heather Kate Cross

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Rhia Mawby

Date: 21st July 2026