

PROFESSIONAL OPINION POLICY

As the stylist you are full of professional knowledge. If you share your knowledge with your client and they choose to disagree with your decision the following steps need to be taken:

If the client insists on a service that in your professional opinion will not work/damage client's hair e.g. chemical straightening, high lift bleach on damaged hair, colour over permed hair and the client is reluctant to follow advice:

- Seek a second opinion from another stylist.
- If the second opinion agrees with your original decision, discuss the repercussions of this choice with the detrimental outcome to the client.
- Formulate a program for the client to enable them to have that or similar service at a later date, when the hair is in better condition e.g. trims, semi colour or treatments, especially show them home hair care.

If the client persists on having service done, continue the process once the client has filled out the client release form.

If you feel strongly that the service should not be done if the client's hair is at risk of serious damage, DO NOT COMMENCE THE SERVICE.

We are about the integrity of the hair no matter what. Stand your ground and don't do it. We would rather have a client not come back to us because we said no, rather than because they had their hair fall out.

Staff Name	Date	I have read through and agree with all aspects of this Policy