

## **Bowe Hair and Scalp Clinic and Spa- Business Policies**

### **Violence, Aggression and Harassment Policy – Patients & Visitors**

**Purpose:** To protect clinic staff and other patients from abusive, aggressive, or inappropriate behaviour.

**Policy:** Verbal abuse, threats, shouting, physical aggression, sexual harassment, or intimidation toward staff or other patients is not acceptable.

We reserve the right to refuse treatment and/or remove any individual from the premises who behaves inappropriately.

Repeated or serious breaches may result in permanent exclusion from clinic services.

### **Health & Safety Policy**

**Purpose:** To provide a safe and healthy environment for staff, patients, and visitors.

**Policy:** Risk assessments are regularly conducted to identify and minimise hazards.

All staff are trained in basic health and safety procedures.

Equipment must be maintained and used in line with manufacturer guidance.

Hygiene protocols are in place for treatment areas and tools.

Staff must report accidents or near misses to management immediately.

### **Complaints Handling Policy**

**Purpose:** To ensure all patient concerns are dealt with promptly, fairly, and respectfully.

**Policy:** Complaints can be made verbally or in writing to the Clinic Manager.

All complaints will be acknowledged within 3 working days and investigated within 10 working days.

Patients will be informed of outcomes and any corrective actions taken.

Complaints are logged and reviewed for quality improvement purposes.

### **Equality, Diversity & Inclusion Policy**

**Purpose:** To ensure all individuals are treated fairly and without discrimination.

**Policy:** We provide services and employment opportunities regardless of age, gender, race, disability, sexual orientation, religion, or belief.

Discriminatory behaviour is not tolerated from staff or patients.

Staff are encouraged to recognise and value diversity in all clinic interactions.

We regularly review our practices to ensure inclusivity.

### **Safeguarding Policy**

**Purpose:** To protect vulnerable patients, including children and adults at risk, from harm or abuse.

**Policy:** Children under 18 must be accompanied by a responsible adult aged 18+ and must remain in the consultation room at all times.

Consent for treatment of minors must be obtained from a parent or guardian.

**Environmental and Sustainability Policy** – (This is specific to my clinic as it runs alongside an organic hair salon and a Japanese hair spa. It is also a personal interest that I would like to remain in my business)

**Purpose:** To minimise the clinic's environmental impact and promote sustainable practices.

**Policy:** We aim to reduce energy, water, and paper usage wherever possible.

Products and suppliers with eco-conscious credentials are preferred.

Waste is minimised through recycling and responsible disposal of clinical items.

Staff are encouraged to adopt sustainable habits in daily clinic operations.