

Complaints Policy

At Apsara Premium Beauty, we are committed to providing safe, professional, and high-quality treatments. We value client feedback and take all complaints seriously.

If you are dissatisfied with any aspect of our service, please contact us as soon as possible by phone, email, or in person. We will aim to resolve concerns informally wherever possible.

If your concern cannot be resolved informally, you may submit a formal complaint in writing, including details of the treatment, the nature of your complaint, and any supporting evidence.

We will acknowledge formal complaints within 5 working days and aim to provide a full response within 28 calendar days.

Please note that treatment outcomes can vary between individuals, and results cannot be guaranteed. All complaints are assessed individually based on the available evidence, treatment records, and aftercare compliance.

If you remain dissatisfied following our final response, you may seek independent advice from Citizens Advice, Trading Standards, or your legal adviser.

Nothing in this policy affects your statutory rights.

For complaints, please contact:

Email: [Insert Email Address]

Telephone: [Insert Telephone Number]