



Complaints and Feedback

Draft. Not yet approved by the studio's qualified practitioner. Do not issue to clients.

We want you to be happy with your work and your experience. If we get something wrong, we want to hear about it and put it right.

Step 1: tell us

- Email thedesk@rebelliousink.tattoo, or speak to us in the studio.
- Tell us what happened, when, and what you would like us to do. Include your booking reference if you have it, and photos if they help.
- If it is about your health, please see your GP or call NHS 111 first, then tell us.

Step 2: what we will do

- We will acknowledge your complaint within two working days.
- We will look into it properly and talk to the people involved.
- We aim to send you a full reply within 14 days. If it will take longer, we will tell you why and when to expect an answer.
- We will say what we found, what we will do about it, and whether we are offering a correction, a touch-up, a price reduction or a refund.

Step 3: ask the owner to review

If you are not happy with the reply, ask for it to be reviewed by the studio owner. We will reply within 14 days.

Step 4: outside the studio

If we cannot settle it, you can take it further.

- Your local council's environmental health team deals with hygiene, safety and whether the studio is meeting its registration or licence conditions. Find your local council at gov.uk.
- Trading Standards deals with contracts, refunds, pricing and unfair terms. The Citizens Advice consumer service passes concerns to Trading Standards.
- The Information Commissioner's Office (ico.org.uk) deals with complaints about how your personal data is used.

Feedback

Compliments and ideas are just as welcome. Email thedesk@rebelliousink.tattoo, or leave a review. Our Healed Photo and Review Guide explains more.

Your rights

Using this process does not affect your legal rights.



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Practitioner to confirm: the timescales above (two working days to acknowledge, 14 days to reply), who reviews complaints for the owner, whether the studio belongs to an approved alternative dispute resolution scheme (if so, name it here), and how complaints are recorded and kept.

Questions? Email thedesk@rebelliousink.tattoo. For anything medical, contact NHS 111 or your GP. In an emergency, call 999.