

A Letter of Complaint

11th May, 2022

Dear Sir,

Last Monday, which was 4th May, my mother visited your beauty salon for a facial treatment. While she was longing for the treatment which had been delayed for a long time due to the pandemic, she was met by the rude service and an irrational policy your salon has adopted. Therefore, I am writing to express my strong dissatisfaction with how my mother was treated.

Firstly, the new policy that your salon adopts is unfair. When my mother went to the reception to register for a facial treatment, she was asked to buy a new package in order to keep the expired vouchers bought before the fifth COVID-19 wave. The receptionist required her to spend another \$7000 for a new treatment; otherwise, she would neither be given a facial treatment nor a refund. As a frequent visitor, my mother had paid \$7000 for a monthly package in January. Unfortunately, she had no chance to enjoy the service the package included since your salon had closed due to the pandemic-related policy. It is utterly unfair for my mother to pay for the package again. Eventually, she was not given a treatment nor a refund.

Secondly, the service provided was appallingly bad. After my mother refused to pay for the 'new' package, she would like to complain to the manager about the policy. The manager was bad-tempered and treated my mother rudely. The manager shouted to my mother loudly, saying that he would lock down the salon unless she paid. My mother was shocked, and she immediately ran to leave. However, the door had been locked that she was not allowed to leave. Being trapped in the salon for almost two hours, my mother was threatened by the manager continuously for not paying money. Eventually, she was released when the manager noticed she was calling the police.

The experience was a huge let-down for mother. She was dissatisfied and felt angry about it. The way your salon treated my mother was illegal according to the law. Unless your salon returns the fund and apologize in a week, we would consider taking legal actions.

Yours faithfully,

Chris Wong