



Complaint prevention consultation template

**Prevent complaints before they happen with
stronger expectation setting**

Use this consultation framework to reduce
misunderstandings, improve client communication, and
protect your business professionally.

CLIENT DETAILS

Client name: _____

Consultation date: _____

Appointment date (if booked): _____

Phone/email: _____

Existing extension wearer?

☐ Yes

☐ No

Previous extension methods used:

Any previous extension issues?

DESIRED RESULT

What is the client hoping to achieve?

Tick all that apply:

- ☐ More length
- ☐ More thickness
- ☐ Full transformation
- ☐ Colour blend
- ☐ Volume only
- ☐ Damage / thinning coverage
- ☐ Event / occasion hair
- ☐ Low-maintenance enhancement
- ☐ Other

Details:

Client inspiration images provided?

- ☐ Yes
- ☐ No

If yes, notes:

EXPECTATION ALIGNMENT

Can the requested result realistically be achieved?

- ☐ Yes
- ☐ Yes, with modifications
- ☐ Alternative recommendation needed

What was discussed?

Was additional hair / different length / different method discussed?

- ☐ Yes
- ☐ No

Budget discussed?

- ☐ Yes
- ☐ No

Budget agreed:

£ _____

LIFESTYLE SUITABILITY CHECK

How does this client actually live?

Gym / heavy sweating?

- ☐ Yes
- ☐ No

Swimming / regular water exposure?

- ☐ Yes
- ☐ No

Frequent washing?

- ☐ Yes
- ☐ No

Daily heat styling?

- ☐ Yes
- ☐ No

Hair worn up often?

- ☐ Yes
- ☐ No

Low-maintenance personality?

- ☐ Yes
- ☐ No

Holiday booked soon?

- ☐ Yes
- ☐ No

Children / physical lifestyle considerations?

- ☐ Yes
- ☐ No

Any scalp sensitivity?

- ☐ Yes
- ☐ No

Stylist notes:

METHOD SUITABILITY DECISION

Recommended method:

Why this method is suitable:

Alternative methods discussed:

MAINTENANCE EXPECTATIONS

Client understands:

- ☐ Brushing requirements
- ☐ Washing guidance
- ☐ Drying requirements
- ☐ Sleeping guidance
- ☐ Heat styling guidance
- ☐ Maintenance appointment frequency
- ☐ Typical upkeep costs
- ☐ Refitting / removal timelines

Notes:

AFTERCARE EXPECTATIONS

Recommended aftercare products:

Client understands that product choice impacts extension performance and longevity:

- ☐ Yes
- ☐ No

Client understands poor aftercare may affect lifespan, appearance, and performance:

- ☐ Yes
- ☐ No

VISUAL RECORD

Before photos taken:

- ☐ Yes
- ☐ No

Inspiration images saved:

- ☐ Yes
- ☐ No

Colour match record:

CLIENT ACKNOWLEDGEMENT

I confirm that the expected result, maintenance requirements, aftercare expectations, and any limitations have been clearly discussed.

Client signature:

Date:

STYLIST SIGN OFF

Stylist name:

Signature:

Date:
