

From: Paula
Sent: Wednesday, 8 October 2008 12:10 PM
To: les
Subject: Selling of product to unqualified or unregistered hairdressers

Hi Les,

My name is Paula and I am a qualified hairdresser currently working in Bunbury.

I just received the latest HRB newsletter today and noticed the section on "Selling Product to Unqualified or Unregistered Hairdressers".

This, in my opinion, is quite a serious issue that does need to be dealt with.

Not only do the big name stores (Price Attack and Price Line) allow anybody to come in and purchase seriously hazardous hairdressing products including bleach and peroxides, but many salons I know of also do this.

I honestly don't think these businesses understand the risks they take in doing so.

Many people of all ages come into the salon I work at every week having had disasters with their hair when they have tried to colour (or even permanently wave or straighten) their own hair! We then have to squeeze them in, not wanting them to walk around with seriously damaged hair, them being extremely unhappy with their look, or worse-try to fix it themselves.

Now a certain amount of common sense comes into play, but without the education that qualified hairdressers have, it's no wonder these people don't know what they are really in for when it comes to performing chemical and colour services on their own hair.

At the salon we have seen hair having completely fallen out after such a 'self service'.

After their ordeal many of these people then ask why these products are readily available to the public.

Why indeed.

Not only is it putting people at risk, it is leaving these consumers out of pocket having to pay to fix the mess. And it is leaving hairdressers, like myself, distressed having to fix the re-occurring problem and genuinely concerned about these people and the extreme risks they are so unaware of.

We spend so long learning about our trade and the details within, including colours and possible reactions if these procedures are not performed by an experienced professional (chemical burning, damaged hair etc).

So why are we now leaving consumers free to tackle these tasks by themselves?

I understand that with prices increasing everywhere it is not possible for many people to get to a hairdresser whenever they like. But maybe alternative clear education on packaging or within the businesses selling these products or other procedures needs to be taken into consideration (which I am sure HRB is working on anyway).

To me it seems extremely irresponsible for businesses (especially salons) to sell these products to consumers without informing them of the safety procedures, the risks and the possible reactions that may occur.

I don't know what the answer is to this ongoing issue but I hope my view won't be totally disregarded either.

Thanking you,

Paula
