

## COMPLAINTS PROCESS POLICY

This policy outlines [Your Cleaning Company Name]'s commitment to resolving customer complaints fairly, efficiently, and to the satisfaction of our clients. We view complaints as an opportunity to learn, improve our services, and strengthen client relationships.

### 1. INTRODUCTION

1.1 This policy applies to all complaints received from clients of [Your Cleaning Company Name] ("the Company") regarding the services provided.

1.2 The aim of this policy is to:

- \* Provide a clear and accessible process for clients to make complaints.
- \* Ensure all complaints are handled consistently, fairly, and confidentially.
- \* Resolve complaints promptly and effectively.
- \* Use feedback from complaints to continuously improve our service quality.

### 2. HOW TO MAKE A COMPLAINT

2.1 Clients can make a complaint through the following channels:

- \* By Email: [Your Complaints Email Address, e.g., complaints@yourcompany.co.uk]
- \* By Phone: [Your Complaints Phone Number, e.g., 01234 567890]
- \* In Writing: [Your Business Address for Complaints, e.g., Complaints Department, Your Company Name, 123 Business Park, Anytown, AB1 2CD]
- \* Via Online Form: [If applicable, link to your website's complaints form]

2.2 When making a complaint, please provide the following information:

- \* Your full name and contact details (phone, email).
- \* Your business name (if applicable).
- \* Date and time of the service the complaint relates to.
- \* The nature of the complaint (what happened, what went wrong).
- \* Any relevant supporting documentation (e.g., photos, previous communications).
- \* What resolution you are seeking.

2.3 We encourage clients to raise concerns directly with the cleaner on site or immediately after the service if possible, to allow for quick resolution. However, a formal complaint can be made at any time.

### 3. OUR COMPLAINTS HANDLING PROCESS

Our commitment is to resolve complaints efficiently and transparently.

#### 3.1. Stage 1: Acknowledgement & Initial Assessment

1. **Receipt:** Upon receiving a complaint, we will log it into our system (ideally within our **CRM software**).
2. **Acknowledgement:** We will send an acknowledgement of receipt within [e.g., 1 working day] of receiving the complaint. This will confirm we have received it and

provide a reference number for future communication.

3. **Initial Review:** A designated member of our team ([e.g., Complaints Manager / Operations Manager]) will conduct an initial review of the complaint to understand its nature and gather any immediate information.

### 3.2. Stage 2: Investigation & Resolution

1. **Investigation:** We will conduct a thorough and impartial investigation into the complaint. This may involve:
  - Speaking with the client for more details.
  - Interviewing staff involved.
  - Reviewing job records, checklists, and photos (e.g., from our **cleaning audit software**).
  - Inspecting the premises if necessary.
2. **Proposed Resolution:** Based on the investigation, we will propose a resolution. This could include:
  - Re-performing the unsatisfactory part of the service at no additional cost.
  - A partial or full refund.
  - A goodwill gesture or discount on a future service.
  - An explanation of what occurred and what steps will be taken to prevent recurrence.
3. **Communication:** We will communicate our proposed resolution to the client in writing (email or letter) within [e.g., 5-7 working days] of the complaint being logged, explaining our findings and the proposed solution.

### 3.3. Stage 3: Closure or Escalation

1. **Resolution Acceptance:** If the client accepts the proposed resolution, the complaint will be officially closed in our system.
2. **Resolution Rejection:** If the client is not satisfied with the proposed resolution, they may request an escalation to [e.g., a Senior Manager / Company Director]. This request must be made within [e.g., 7 working days] of receiving our proposed resolution.
3. **Escalated Review:** The escalated complaint will be reviewed by [e.g., the Senior Manager / Company Director] who will conduct a further review and provide a final decision within [e.g., 10 working days]. This decision will be communicated to the client in writing.
4. **Final Closure:** Once the final decision is communicated, the complaint process within the Company will be considered closed.

## 4. LEARNING AND IMPROVEMENT

4.1 All complaints, regardless of their outcome, will be recorded and reviewed periodically [e.g., monthly / quarterly] by senior management.

4.2 We will use insights gained from complaints to identify trends, improve our processes, update staff training (e.g., using how to prevent cleaning staff mistakes guidance), and enhance our overall service quality. This commitment to continuous improvement is a core part of our Performance Management Policy.

## **5. CONFIDENTIALITY AND DATA PROTECTION**

5.1 All complaints and associated information will be handled with strict confidentiality and in accordance with our **Data Protection Policy** and UK GDPR regulations.

## **6. POLICY REVIEW**

6.1 This policy will be reviewed periodically [e.g., annually] or as required by changes in legislation or Company practice.

Date of Issue: [Date]

Version: [e.g., 1.0]

Client Information:

We value your feedback and are committed to resolving any issues you may have. Thank you for helping us improve our services.