

Phoenix Cleaning Contracts Ltd

Complaints Policy and Procedure 2025

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and quickly;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- Keep staff fully trained on our Complaints policy and procedure

Informal Complaints

We recognize that the majority of concerns will be raised informally with a phone call, and these are dealt with quickly and on the same day.

Our aims are to:

- Return to the site where the complaint has arisen
- resolve informal concerns immediately, on the same day. Where this is not possible we will return within 24 hours.
- keep matters low-key;
- enable mediation between the complainant and the PCC Ltd representative

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Complaints

- acknowledge the formal complaint in writing or via our Customer Feedback form;
- respond within a stated period of time of 3 days.
- deal reasonably and objectively with the complaint within 1 week.
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to PCC Ltd's attention normally within 1 week of the issue arising;
- raise concerns promptly and directly with the Director of PCC Ltd;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow PCC Ltd a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond PCC Ltd's control.

Responsibility for Action: All Staff, Management and Directors.

Monitoring and Reporting: All complaints and their resolution, are monitored and kept for Quality and Training purposes.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the Director so that he has a chance to put things right. If your complaint concerns a member of staff you should also write to the Director. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 3 working days of receipt. You should get a response and an explanation within 7 working days.

Our contact details can be found on the [Contact Us](#) part of our website www.phoenixcleaningcontracts.co.uk

Stage 2

If you are not satisfied with the initial response to the complaint then you can again write to PCC Ltd's Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within 4 working days of receipt and a response within 7 working days.

PCC Ltd's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

The Chair of the Central Executive Committee (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Phoenix Cleaning Contracts Ltd
142 High Street
Lee-on-the-Solent
Hampshire
PO13 9DD

Reviewed 3rd January 2025

.....*Scott Burrows*
Scott Burrows
Director