



OS Cleaning Specialists

## **Complaints Procedure for OS Cleaning Specialists**

We value our customers and strive to provide the highest quality cleaning services. However, if you are not satisfied with any aspect of our service, we encourage you to raise your concerns so we can address them promptly and effectively. It is our policy that concerns are raised within 24 hours of service provided and that all photo evidence is taken and sent with the complaint.

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### **Step 1: Raise Your Concern**

If you have a complaint, please contact us as soon as possible, within 24 hours. You can reach us via:

- **Phone:** 0330 043 5903
- **Email:** [rachel@oldschoolcleaning.co.uk](mailto:rachel@oldschoolcleaning.co.uk)
- **In Writing:** 82 Addison Road, Reading, RG1 8EG

Please provide the following details:

- Your name and contact information.
  - Date and time of the service.
  - Description of the issue.
  - Any supporting evidence (e.g., photos).
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### **Step 2: Acknowledgment of Complaint**

We will acknowledge receipt of your complaint within 2 business days and provide you with a reference number for tracking purposes.

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### **Step 3: Investigation**

We will conduct a thorough investigation into the issue, which may involve:

- Reviewing the details you provided.
- Speaking to the members of staff involved.
- Inspecting the site if necessary.

This process may take up to 14 days, depending on the complexity of the complaint.

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#### **Step 4: Resolution**

Once the investigation is complete, we will contact you to discuss the outcome and any appropriate steps we will take, which may include:

- An apology and explanation.
- Re-cleaning the affected area at no additional cost.
- Offering a partial or full refund.

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#### **Step 5: Follow-Up**

To ensure your satisfaction, we will follow up with you within 7 days of resolving the issue.

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#### **Escalation**

If you are not satisfied with our response, you may appeal your complaint to management and seek advice from Citizens Advice.

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#### **Our Commitment**

We are committed to resolving complaints fairly, transparently, and in a timely manner. Your feedback is essential in helping us improve our services.

Thank you for choosing OS Cleaning Specialists.