

Complaints Policy

Taylored Cleaning LTD

1. Purpose At Taylored Cleaning LTD, we are committed to delivering high-quality cleaning services and maintaining excellent customer satisfaction. We understand that, occasionally, things may go wrong. This policy outlines our process for handling complaints to ensure they are resolved efficiently, fairly, and transparently.

2. Scope This policy applies to all complaints received from customers, employees, or other stakeholders regarding any aspect of our services, staff, or operations.

3. How to Make a Complaint If you wish to make a complaint, you can do so by any of the following methods:

- **Email:** Send your complaint to hello@tayloredcleaning.co.uk.
- **Phone:** Call us on 07432878542 during business hours.
- **Post:** Write to us at Taylored Cleaning LTD, 1st Floor, 50 High St, Cosham, Portsmouth PO6 3AG.

Please provide as much detail as possible, including:

- Your name and contact information.
- Details of the complaint, including dates, times, and locations.
- Any supporting evidence, such as photos or correspondence.

4. Our Complaints Process

Step 1: Acknowledgement

- We will acknowledge receipt of your complaint within 2 business days.
- A reference number will be provided for tracking purposes.

Step 2: Investigation

- Your complaint will be investigated by an appropriate member of our team.
- We may contact you for further information or clarification.

Step 3: Resolution

- We aim to resolve all complaints within 10 business days.
- If the matter is complex and requires more time, we will keep you updated on our progress.

- Once resolved, we will inform you of the outcome and any actions taken.

5. Escalation Process If you are not satisfied with the resolution of your complaint, you can escalate the matter:

- **Internal Escalation:** Request that the complaint be reviewed by a senior manager.
- **External Escalation:** If you remain dissatisfied, you may contact the relevant ombudsman or regulatory body, such as the Citizens Advice Bureau.

6. Confidentiality All complaints will be handled confidentially, in accordance with our Privacy Policy and relevant data protection regulations.

7. Monitoring and Review We monitor all complaints to identify trends and areas for improvement. This policy will be reviewed annually to ensure its effectiveness and compliance with applicable laws and standards.

8. Contact Us If you have any questions about this policy, please contact us at:

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- **Post:** Write to us at Taylored Cleaning LTD, 1st Floor, 50 High St, Cosham, Portsmouth PO6 3AG.

Approved by: Joe Taylor, Director

Date: 09/06/2024

Review Date: 09/06/2027