

Complaints Policy

We are committed to providing our customers with a comprehensive, high quality complaints service. Unfortunately though, despite everyone's best intentions, sometimes things still do go wrong. When this happens, we appreciate being informed so that we can do our utmost to put things right and prevent such errors from reoccurring in the future.

Our aims

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, when appropriate, confidentially;
- 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.
- We always welcome comments or suggestions on how we might improve the services that we provide.

How to make a complaint

- In the first instance, wherever possible, the complaint should be addressed verbally to a member of the management team. Where the complaint is regarding a contract cleaning site, this should be your Area Manager. It is hoped that most complaints can be dealt with in this way and the situation rectified immediately. We aim to have resolved the issue within 3 working days.
- If you feel that the complaint has not been resolved satisfactorily, the complaint should be put into writing and addressed to the Managing Director. On receipt of a written complaint the Managing Director will begin a full investigation and reply with a resolution within 14 days.

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How we will deal with a complaint

- All complaints will be given priority and handled fairly, thoroughly, and where appropriate, confidentially.
- Initial straightforward complaints will be dealt with by the staff involved within 3 working days, although advice and help will be sought from line managers and the senior management team.
- Written complaints addressed to the Managing Director will be investigated, resolved and replied to within 14 days, or sooner where possible.
- Where Assured Cleaning Services are found to be at fault, the issue will be rectified as soon as possible and steps put in place to ensure a similar problem does not occur in future.



Signed: T. Jordan
Company Director

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