



DI SHINE CLEANING LTD – COMPLAINTS POLICY

Last Updated: November 2025

At **Di Shine Cleaning Ltd**, we are committed to delivering high-quality cleaning services and ensuring that all clients are fully satisfied with our work. We recognise that, despite best efforts, concerns may sometimes arise. This Complaints Policy sets out how you can raise issues with us and how we will respond.

1. Purpose of This Policy

The purpose of this policy is to:

- Provide a clear and fair process for handling complaints
 - Ensure concerns are dealt with promptly and professionally
 - Maintain high standards of service and accountability
 - Protect both the client and the company through transparency
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2. What You Can Make a Complaint About

You may raise a complaint regarding:

- Workmanship or service quality
 - Missed or insufficient cleaning tasks
 - Staff behaviour or professionalism
 - Damage to property (see Terms & Conditions)
 - Scheduling or communication issues
 - Anything else that does not meet your expectations
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3. How to Make a Complaint

To ensure we respond quickly and effectively, please submit your complaint in writing via:

 info@dishine.co.uk

 **07596 595 717 (WhatsApp accepted)**

Please include:

- Your full name
 - Service address
 - Date of clean
 - Explanation of the issue
 - Any photographs that show the problem
 - Your preferred resolution (if applicable)
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4. When to Make a Complaint

Complaints must be made within:

- **24 hours** of service completion (Deep Cleaning / One-off cleaning)
- **48 hours** (End of Tenancy Cleaning)
- **24 hours** for Regular Cleaning issues

This ensures we can properly assess and resolve the matter.

5. How We Handle Complaints

Once we receive your complaint:

Step 1 — Acknowledge

We will acknowledge your complaint within **24 hours**.

Step 2 — Investigation

We will review:

- Your explanation
- Photos
- The cleaner's report
- Internal notes
- Any relevant evidence

Step 3 — Outcome

We will offer one of the following resolutions:

✓ 1. Re-Clean



If the issue is valid and within the service scope, we will return to correct the areas free of charge.

✓ 2. Partial Resolution

If only certain tasks were missed or need improvement.

✓ 3. Explanation (if issue occurred due to restrictions)

Example: no access, clutter, lack of utilities, property condition, etc.

✓ 4. Full Resolution / Compensation

Where damage has been confirmed and verified (see T&Cs).

! IMPORTANT

A re-clean is **always our first course of action**.

Refunds are not issued for completed services unless legally required.

6. When a Re-Clean May Not Apply

A re-clean is not possible if:

- The property has been used after the cleaning
- New dirt, marks or stains occurred after we left
- Another cleaner or agency entered the property
- The client refused or delayed access
- The issue is due to wear and tear
- The issue is a permanent stain that cleaning cannot fix
- The complaint is made outside the allowed timeframe
- Damage is pre-existing or unrelated to our service

7. Escalation Procedure

If you feel your complaint has not been resolved, you may escalate it.

Escalation Path:

1. Team Leader / Supervisor



2. **Operations Manager**
3. **Director – Diana (final review)**

We will review your case fairly and respond within **5 working days**.

8. Record Keeping

We keep a secure record of all complaints for:

- Internal training
- Quality monitoring
- Compliance
- Prevention of future issues

All complaint data is handled according to our **Privacy Policy** and UK GDPR.

9. Commitment to Improvement

Every complaint helps us improve.

We continuously review our methods, staff training, communication and processes to prevent issues from recurring.

10. Contact Details

If you need to raise a complaint or discuss a concern:

 **07596 595 717**

 **info@dishine.co.uk**

 **dishine.co.uk**

Di Shine Cleaning Ltd
3 Coppice Drive
London
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