

Customer Service & Complaints Policy Procedures

As a Independent Operator/Cleaner I am committed to continually improving Service Excellence and Customer satisfaction, as my Clients, expect to receive a friendly and Professional Clean at all times.

To meet high quality service standards I will:-

Be polite, friendly and welcoming when I communicate - in person, when writing, by phone fax or email.

Respect differences in values, cultures, beliefs and ages, and include my awareness of diversity in my daily practice.

Respect the dignity of all and show empathy and consideration in my daily practice, listen and respond in an attentive way to my clients inquires.

Protect the confidentiality of information, acknowledge my clients by name, introduce myself my name, title and the Company that I represent.

Wear my ID badge, so it can be easily seen and read, dress appropriately according to Grimes Cleaning Service dress code and maintain a clean and safe environment for my clients and there families.

I hold my Clients/Customers satisfaction as a high priority, if a Client/Customer has a complaint against Grimes Cleaning Service that I represent, there a number of steps that I need to be followed.

STEP 1 When the Client complains, I need to take the matter seriously and deal with it appropriately, listen carefully to the person making the complaint. If they are emotional at the time of the complaint, some of the facts maybe difficult to ascertain correctly and objectively. I need to ensure that they give me all the correct information.

STEP 2 If I can not resolve this complaint swiftly, the I of Grimes Cleaning Service giving them all the facts. Along with the documented information to ensure that the information remains consistent.

STEP 3 Depending on the type of complaint it may be sufficient that I of Grimes Cleaning Service listens and deals with the issue with the client. For quality assurance the documentation of the complaint will be noted and records kept of the action taken.

STEP 4 Where the issue is not able to be dealt with by Grimes Cleaning Service then I of Grimes Cleaning Service will arrange a meeting with myself of Grimes Cleaning Service and the client, and the meeting will be documented and kept on file for quality assurance records.

STEP 5 Where a number of complaints about the same issue are received, then I of Grimes Cleaning Service will then implement an action plan to and change the cleaner or company.