

## Complaints Policy Statement

### Our Aim:

Our aim is to create value for our Customers by promoting our ideas to develop and sustain a professional, reliable and value for money cleaning service.

Specialist expertise is at the heart of everything we do, forged from decades of experience in the cleaning industry and proven first-hand knowledge. Our team will 'tailor' the service to meet your exact requirements and as you would expect from a professional Company, we will always ensure best practice and compliance with statutory requirements.

One of the ways we can continue to improve our services is by listening and responding to our Customers in the event of a complaint and working together to rectifying any issues to our Customers' satisfaction.

Therefore, we aim to ensure that:

- Making a formal complaint is as easy as possible.
- We issue our terms and conditions to all our Customers.
- We treat a formal 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 will investigate the complaint and follow our complaints procedure.
- 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 have dedicated service personnel at Head office that are available 5 days a week to respond to complaints reported to the Office.
- Our Area Managers are contactable on mobile telephones and emails.
- We send all Customers a monthly satisfaction feedback form for completion and monitor the contents received.
- We have an escalation process in place and inform our Customers of who they can contact and the escalation available should the complaint need to be escalated.

Our formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Shield Service Groups responsibility will be to:

- Acknowledge the formal complaint.
- Assign the complaint a unique reference number and record the complaint.
- Respond within 24 hours.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.
- Record all activity.

A complainant's responsibility is to:

- Bring their complaint to Shield Cleaning Services attention as soon as the issue arises, usually by next working day.
- Raise concerns either by email ([office@shieldgroup.co.uk](mailto:office@shieldgroup.co.uk)), by letter, or by telephone (01883345111).
- Complete the monthly satisfaction feedback form expressing the complaint.

### **Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Shield Service Group maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

### **Monitoring and Reporting:**

Shield Service Group monitors all formal complaints so that we can review all previous issues and provide a better service for you.

Signed



Date: 1<sup>st</sup> May 2025

Malcolm Rose, Chief Executive Officer - On behalf of Shield Service Group Ltd