

## Cleaning complaints policy

### Penwith Housing Association's - cleaning complaints policy

It is hoped that the cleaning will be carried out in a professional manner and to the satisfaction of all residents. However, in the event of a problem occurring, there is a simple procedure in place to assist you in the reporting of this:

In the first instance you are to report the problem in as much detail as possible to the association either by letter, phone, e-mail or personal visit. The complaint will then be forwarded to A to Z Cleaning Services within twenty four hours, who in turn will contact you directly to discuss the problem and to advise what actions will be taken to address the matter. Once the complaint has been addressed, we will contact you for feedback on how you felt PHA and A to Z Cleaning Services handled the complaint, and whether the problem has been resolved to your satisfaction.