



Complaints Procedure



Address: 6 St Aidan's Way, Gravesend, Kent, DA12 4AQ.

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Website: www.kkwcs.com Facebook: www.facebook.com/kkwcs Twitter: [@kentklearwcs](https://twitter.com/kentklearwcs)

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Introduction:

This Complaints Procedure applies to our services by Kent Klear Window Cleaning Services and it's Contractors to the client, as described below. It explains what you need to do in order to make a complaint, when and how we'll rectify any issues and what we can do moving forward, or if we cannot solve your issue and explain why.

Whilst we endeavour to make sure your first and further clean is always to the highest standard, on some occasions our service may not give you the results you require. Sometimes this will be down to human error, on others and in most cases, this is down to your property not suiting the method we have chosen. Reach and Wash and Traditional do not suit all properties, in some cases, one window needs to be done a different way because of the health of the window. It may be older than the others or has been weathered and therefore needs treating differently. Until the first clean, we cannot always know for sure if a window will be affected by the type of clean we choose. You can read our [Handy Guide](#) to see if what you are experiencing is on the list which will give us more information before we visit.

Of course you can cancel at any time, but why would you if your next window cleaner is going to have the same issue? We want to give you the best service possible so, in order to do that we want to find out what has gone wrong. A first clean will rarely result in what most would consider a 'bad clean' but it may not be that simple. Yes, with the Reach and Wash method your property may need a second or in the even rarer circumstances a third clean to get them looking sparkling, but there may be something else going on which we feel duty bound to investigate and fix for you if we can. We don't want unhappy customers, so please notify us of any issues in good time, so that we can solve it for you.

In the First Instance:

If you are unhappy with our work in anyway, please contact Nicky in the office via email kkwcs@yahoo.co.uk, by phone / text on 07789 601663, or by post to 6 St Aidan's Way, Gravesend, Kent, DA12 4AQ, with details as to what the issue is, please include details such as 'streaks, spots, frames do not appear to have been done, sills have dirt lines' to name a few, if you can include images in your communication this will help us see the problem.

Our Actions:

Those in the office with your cleaner will discuss and look at your images and discuss what can be done, and if necessary the Head Cleaner, to see if this is something we can fix, we will then schedule in a revisit ideally within the next 7 days, to re-do the work if necessary, investigate what has / hasn't taken place, if there is an issue with any window, we will aim to discover what the issue is, can we change the outcome of the clean with another method, if not, what can we advise that you can do. If you can be home, this will be ideal, because you can show our cleaner what the issue is, especially if it's something that is easily seen from the inside of the windows. We will take before and after images of the windows affected so that we have peace of mind that we have done everything possible to deal effectively with your complaint.

In the Second Instance:

If you are still unhappy with our work, please again contact the office via email kkwcs@yahoo.co.uk or phone 07789 601663, with the relevant details, has the situation changed at all? Is one window better than another? Is there any improvement? Is the situation worse? Again any feedback you can give will be very helpful.

Our Further Actions:

The office will again discuss with your cleaner and Head Cleaner as to what took place at the second clean, what was discovered either at our fault or something we cannot control, and what we can do moving forward. Whether any method of cleaning will change the result even after a third clean, if there is nothing we can do, and that the quality of the clean will not improve, we will tell you and why. We will ask you whether you wish to continue cleaning that particular window or leave it or whether you would like to cancel our services altogether.

Cancellation Policy:

To cancel our service at any time, please notify us in good time, prior to your next clean, and handwritten by either text to 07789 601663 , email kkwcs@yahoo.co.uk or by post to 6 St Aidan's Way, Gravesend, Kent, DA12 4AQ. As part of our continuation to improve our service we would like a reason and as you have read above if we can have a chance to fix the issue, we would like to do so, so please consider this if you still wish to employ the services of a window cleaner. If you do not receive notification that I have received the cancellation message and we clean you may still be charged, so if necessary use a second method to communicate your cancellation message. Our Cancellation Policy ensures that those that cancel, any balance is still owing, for that clean, unless we have not been able to fix the issue for you after at least 1 revisit, and it's something that we can fix. If it's something we cannot fix and cannot control for example you need to replace the window, we would suggest removing it from the cleaning routine or you can cancel the service completely, again payment for the clean is due, but we will reduce the price for the window that cannot be cleaned.

Kent Klear Window Cleaning Services

www.kkwcs.com

Issued by Kent Klear Window Cleaning Services

Registered Office: 6 St Aidan's Way, Gravesend, Kent, DA12 4AQ.

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