



COMPLAINTS & REFUND POLICY

Blue Pear Cleaning ranks number 1 for Clinical Cleaning in Essex. We strive to create cleaner and safer spaces so that you and your loved ones can lead healthier happier lives. However, we do not guarantee that all build-up and stains will be removed, and that rugs and carpet will be made new again.

If you have hired Blue Pear Cleaning services, and would like to make a complaint about a service (or aspects of) we have delivered, you may do one of the following:

- discuss the complaint with the cleaning personnel on site during the clean;
- address the issue in writing, no more than 24 hours after completion of clean, to the email address hello@bluepearcleaning.co.uk

We will attempt to resolve the complaint as quickly as possible if the issue is raised while we are on site. If sent via email - within 24 hours post clean - we will usually acknowledge receipt of complaint within 3 days, and try to resolve the issue within 14 days of receiving it. At our discretion, a decision will then be made to either re-visit the property to rectify the issue, or to partially refund the cost to the client.

At Blue Pear Cleaning Limited we work with a non-judgemental attitude that does not discriminate; we treat everybody - clients, colleagues and the general public - with respect and dignity. Blue Pear will therefore reject any complaint that contains offensive, discriminatory or abusive language, and that which expresses personal abuse of cleaning personnel.