

Complaints Procedure

Version 1.2 | Last reviewed 24 August 2026 | Signed: Edgar Cabrera, Managing Director

Cleanfinity is committed to addressing concerns and complaints fairly, promptly, and transparently. The Complaints Procedure applies to all services provided by Cleanfinity Limited.

Process

Step 1	Client notifies Cleanfinity by email or telephone with full details of the concern including dates, locations, and relevant information.
Step 2	Acknowledgement within 2 working days. Management reviews and investigates the complaint.
Step 3	Response and corrective action within 7 working days of acknowledgement. Client kept informed throughout.
Step 4	Escalation to senior management if unresolved. Decision of senior management is final. Complaints treated confidentially.

Document control

Owner	Cleanfinity Limited
Document	Complaints Procedure
Version	1.2
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Review cycle	Annual

Signed



Edgar Cabrera
Managing Director, Cleanfinity Limited

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