COMPLAINTS PROCEDURE

For customers, business clients, cleaners, handymen and Partners | Opulence Bliss Ltd | Version 1.0 | Effective from: 1 October 2026

This is the single complaints procedure that applies to everything we do. It is referred to in our Customer Terms, Business Terms, Cleaner Terms, Handyman Terms, Partner Programme Terms and policies. We want to hear when something is wrong, so we can put it right.

1. Our promise

1.1 We take every complaint seriously, we treat it fairly, and we deal with it in the same way whoever you are. Making a complaint will never affect how we treat you. Cleaners, handymen and Partners will not be penalised, suspended or lose work for raising a complaint in good faith.

1.2 A complaint is any expression of dissatisfaction about our service, a booking, a cleaner or handyman, a payment, a refund, a reward, a price, our staff, or how we handle personal information.

2. Key response times

Stage	What happens and when
Acknowledgement	Within **3 working days** of receiving your complaint
Full reply	Within **14 days** of receiving it, where we can
Complex complaints	A full reply within **28 days**, with an update to you by day 14
Data protection complaints	Acknowledged within 3 working days, and a reply within 30 days at the latest
Review of our reply	Requested within 14 days of our reply, and the outcome sent within **14 days** of your request
Urgent or safety matters	We contact you the **same day** (see clause 5)

3. How to complain

3.1 Contact us in any of these ways:

- **Email:** hello@opulencebliss.com
- **Phone or WhatsApp:** +44 7484 717935
- **Through your account or the platform**
- **By post:** Opulence Bliss Ltd, 128 City Road, London, United Kingdom, EC1V 2NX

3.2 Please tell us your name, your booking or account reference, what went wrong, what you would like us to do, and any photos or messages that help. If you cannot give all this, tell us what you can and we will ask for the rest.

3.3 Please tell us as soon as you can, ideally within 30 days, so that we can find the facts. If a complaint is about the quality of a visit, tell us within the time in your terms (48 hours for household customers, 24 hours for business clients). We will still look at later complaints where we can.

3.4 You can ask someone to complain for you, such as a family member or an adviser. We will ask for your written permission. We will make reasonable adjustments if you find it hard to complain in writing, for example by taking your complaint by phone.

4. How we deal with it

Stage 1: Acknowledgement. Within 3 working days, we confirm we have your complaint, give it a reference number, and tell you who is dealing with it and when to expect a reply.

Stage 2: Investigation and reply. We look at the facts, speak to everyone involved including the cleaner, handyman or Partner, and check our records. We send you a full written reply within 14 days. It explains what we found, what we will do, and why. If we need longer, we write to you by day 14 to say why and when to expect the reply, which will be within 28 days.

Stage 3: Review. If you are not happy with our reply, tell us within 14 days. Someone who was not involved in the first reply will review it where we can. Where the owner dealt with the first reply, we will offer a review by an independent person, for example a mediator, if you would like one. We will send our final reply within 14 days of your request.

Stage 4: Outside help. If we still cannot agree, you can:

- take legal action in the courts;
- use mediation, which we will take part in if you ask for it;
- get free advice from **Citizens Advice** (citizensadvice.org.uk or 0808 223 1133 in England); and
- for personal data, complain to the **Information Commissioner's Office** (ico.org.uk, 0303 123 1113).

We do not currently use an alternative dispute resolution (ADR) provider. If this changes, we will tell you.

5. Urgent matters

5.1 Contact us immediately by phone for:

- any danger, injury, assault, threat or harassment;
- a safeguarding concern about a child or an adult at risk;
- a theft allegation, lost or compromised keys or access codes; and
- a data breach.

5.2 We deal with these under our Safeguarding, Lone Working and Incident Reporting Policy and our data protection duties, and not only under this procedure. We will contact you the same day. If anyone is in immediate danger, call **999**.

6. Complaints about people who work through us

6.1 If a complaint is about a cleaner or handyman, we will tell that person what has been said and give them the chance to respond, unless there is a safety reason not to. We may suspend them while we investigate. Suspension does not mean they are at fault.

6.2 If a complaint shows a possible crime or serious risk, we will tell the police or the right authority.

6.3 If a cleaner, handyman or Partner is the person complaining, for example about pay, rewards, cancellations or suspension, we will deal with it under this procedure and the same times apply. Cleaners and handymen can also ask for a review of a suspension decision within 14 days, as set out in their terms.

7. Complaints about personal information

7.1 If you are unhappy about how we use your personal information, tell us first. We will acknowledge your complaint within 3 working days, look into it, tell you the outcome without undue delay and within 30 days at the latest, and tell you if we need longer and why.

7.2 We will tell you what we found, what we will do, and about your right to complain to the ICO. This does not affect your right to complain to the ICO at any time.

8. What we can do to put things right

8.1 Depending on the complaint, we may: say sorry, explain what happened, redo the work, arrange another cleaner or handyman, refund all or part of a payment, give Booking Credit or a goodwill credit, correct a record or payment, pay a reward that was missed, change how we work, or take action against the person responsible.

8.2 We decide what is fair in each case. Any refund or credit follows our Cancellations, Payment and Refunds Policy and our terms, and this procedure does not reduce your legal rights.

9. Fairness, confidentiality and records

9.1 We keep complaints confidential and share them only with people who need to know, or where the law requires.

9.2 We record every complaint, the date, who dealt with it, what we decided and when we closed it. We keep these records for **6 years**, or longer where the law requires.

9.3 We review the complaints log **every 3 months**, look for patterns and causes, and make changes to prevent the same problem happening again.

9.4 Our owner is responsible for this procedure. We review it at least once a year.

10. Letters we send

Acknowledgement. "Thank you for contacting Opulence Bliss. We have received your complaint (reference {number}) on {date}. {Name} is looking into it. We will reply in full by {date}. If you have more to tell us, please reply to this email."

Reply. "Thank you for your complaint (reference {number}). We looked at {what we checked}. We found {findings}. We will {action}. If you are not happy with this reply, you can ask us to review it by writing to hello@opulencebliss.com within 14 days. After that you can also take legal action or use mediation, and you can get free advice from Citizens Advice. If your complaint is about personal information, you can complain to the Information Commissioner's Office at ico.org.uk."

11. Contact us

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ICO registration number: ZC264981
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Email: hello@opulencebliss.com