ORIMAE COMPLAINTS PROCEDURE

Version: 1.0
Effective from: 2 October 2026

1. Our approach

ORIMAE aims to provide reliable, professional and respectful household support.

We know that occasionally something may not go as expected. When that happens, we want to know about it so that we can understand what went wrong and, where appropriate, put matters right.

We will deal with complaints fairly, promptly and respectfully.

2. What this procedure covers

You can use this procedure if you are unhappy with any aspect of an ORIMAE service, including:

- service quality;
- missed or late appointments;
- conduct or communication;
- damage or breakages;
- access or key-handling concerns;
- billing or payment issues;
- property-check concerns;
- the handling of a previous complaint; or
- any other matter connected with an ORIMAE service.

3. How to make a complaint

You can contact us by:

Email: hello@orimae.com
Telephone: 07434 000 052
Website: www.orimae.com

Please provide as much information as reasonably possible, including:

- your name;

- service address;
- date of the service concerned;
- a clear description of what happened;
- the outcome you are seeking, if you have one in mind; and
- any photographs or other information that may help us understand the issue.

You do not need to use any particular wording or form.

4. When to contact us

Please tell us about concerns as soon as reasonably possible.

For cleaning or service-quality issues, we ask that you contact us preferably within 48 hours where prompt inspection would help us understand what happened.

This 48-hour request is intended to help us investigate efficiently. It does not remove any statutory rights you may have if you contact us later.

5. What happens after we receive your complaint

We will normally:

1. acknowledge your complaint promptly;
2. review the information you provide;
3. speak with the professional involved where appropriate;
4. review relevant service notes, photographs, booking information or other records;
5. ask you for further information where reasonably necessary; and
6. consider what action, if any, is appropriate.

6. Our response times

We aim to acknowledge complaints within 2 working days.

We aim to provide a substantive response within 10 working days wherever reasonably possible.

If the matter is more complex and requires additional investigation, we will let you know and keep you updated.

7. Possible outcomes

Depending on the circumstances, ORIMAE may:

- explain what happened;
- apologise;
- arrange for work to be corrected;

- arrange a return visit;
- provide a price reduction or refund where appropriate;
- replace or reallocate a professional;
- provide additional guidance or training;
- review procedures;
- refer a matter to an insurer;
- take appropriate action in relation to a professional or service provider; or
- take another reasonable step to resolve the matter.

The appropriate outcome will depend on the individual circumstances.

8. Damage and breakages

If your complaint relates to suspected damage or breakage, please tell us as soon as reasonably possible.

We may ask for:

- photographs;
- proof of ownership or value where relevant;
- repair estimates;
- details of when the damage was discovered; or
- other reasonable information.

Where ORIMAE or a professional is responsible for damage, the matter may be dealt with through the relevant insurance arrangements.

9. Complaints involving a professional

ORIMAE may need to discuss a complaint with the professional who carried out the service.

We will only share information that is reasonably necessary to investigate and resolve the matter.

Where appropriate, we may also review whether the professional should continue to provide services to the customer concerned.

10. Complaints about safety, conduct or security

Complaints involving:

- threatening or abusive behaviour;
- harassment;
- discrimination;

- suspected theft;
- misuse of keys or access information;
- serious safety concerns; or
- unlawful conduct

will be treated seriously and may require immediate action.

Where appropriate, ORIMAE may suspend a service or professional assignment while the matter is reviewed.

Nothing in this procedure prevents you from contacting the police, another emergency service or another appropriate authority where necessary.

11. If you are unhappy with our response

If you remain unhappy after receiving our response, you may ask us to review the complaint again.

Please explain what part of the response you disagree with and why.

Where possible, the review will be carried out by someone who was not directly responsible for the original decision.

We will aim to provide a final response within 10 working days of receiving your request for review.

12. Your legal rights

This Complaints Procedure does not affect your statutory consumer rights.

Nothing in this procedure prevents you from seeking independent advice or using any legal or dispute-resolution rights available to you.

13. Personal information

Personal information provided as part of a complaint will be processed in accordance with ORIMAE's Privacy Policy.

Complaint records may be retained where reasonably necessary for:

- resolving the complaint;
- service improvement;
- insurance;
- legal or regulatory purposes; or
- establishing, exercising or defending legal claims.

14. Contact details

ORIMAE Ltd
Company No. 17476309

Email: hello@orimae.com
Telephone: 07434 000 052
Website: www.orimae.com