



Customer Feedback and Grievance Policy

Lindacare Ltd (hereafter referred to as "the Company"), registered under number 15185484 and situated at Flat 27 Cityview Point, 139 Leven Road, London, England, E14 0XS, acknowledges the significance of customer feedback and the importance of addressing grievances promptly and professionally.

Objective: This policy aims to guide the collection, review, and response to customer feedback and complaints to enhance the quality of services offered by Lindacare Ltd and maintain a strong client-company relationship.

Feedback Mechanism:

- Clients are encouraged to provide feedback after the completion of each service.
- Feedback forms, either digital or paper-based, will be made available for customers.
- The Company will periodically conduct satisfaction surveys to gather broader insights.

Grievance Redressal:

- All grievances should be forwarded to our dedicated customer service team.
- Grievances can be submitted via email, phone, or through our official website.
- Customers can expect an acknowledgment of their complaint within 48 hours of submission.

Review and Action:

- All feedback and grievances will be reviewed on a weekly basis by a designated team.
- Necessary actions, based on feedback, will be taken to address any areas of concern or improvement.
- In case of serious complaints, immediate corrective action will be initiated.

Transparency and Communication:

- Customers will be informed about the actions taken in response to their feedback or complaint.
- Regular updates regarding the resolution process will be communicated to the aggrieved customer until the issue is resolved.

**Training and Awareness:**

- Employees will undergo regular training to ensure they are equipped to handle feedback constructively and manage grievances efficiently.
- Customer service representatives will be trained to respond empathetically and promptly to client concerns.

Review of Policy:

- Lindacare Ltd will review this policy annually to ensure its effectiveness and to implement necessary changes based on evolving business needs and customer expectations.

Confidentiality

Lindacare Ltd assures all customers that their feedback and grievances will be handled with the utmost confidentiality. Personal details shared during the grievance process will not be disclosed to third parties without the explicit consent of the customer.

By fostering an open line of communication with our clients, Lindacare Ltd aspires to continually refine our services and uphold the trust our customers place in us.