SOP TEMPLATE / VERSION 1.1

Cleaning Complaint and Reclean SOP

Turn a cleaning complaint into an agreed response, a checked correction and a traceable closure decision.

Library resource updated 2026-10-28. Assign your own approved document version and effective date.

Document control

Organization and site _____

Document ID and approved version _____ Effective date _____

Process owner Cleaning account supervisor Assigned person _____

Reviewer and approver _____ Next review _____

Purpose and boundary

Resolve a reported cleaning concern without losing the original finding, promising unauthorized remedies or closing a case before checking the work.

Starts when a client reports a routine cleaning concern and ends with checked closure or an assigned escalation. Excludes emergency response, specialist remediation, damage liability, legal disputes and authority to issue refunds.

Responsibilities and preparation

- Case owner: acknowledges the concern, agrees updates and maintains the record.
- Crew lead: completes only the authorized corrective scope and reports limitations.
- Reviewer: checks the correction; an authorized manager resolves disputed remedies.

Have ready Approved service scope and original visit record; Secure complaint record and permitted photo references; Named supervisor and client contact

Adapt before use

- Set acknowledgment, update and return-visit windows for this contract.
- Name who can approve a reclean, additional work or a commercial remedy.
- Define the defect standard, client notification route and escalation cover.
- Set photo permissions, record access and retention; exclude access codes.

Pilot the adapted method with authorized personnel. Resolve gaps and record approval before independent use. This resource is not a certification or technical authorization.

Worked example

Example only: A client reports marks on lobby glass. Case C14 links the concern to the prior visit. The supervisor approves a return; a reviewer checks the glass after correction. The client has not replied, so the record says Checked, awaiting client confirmation rather than Client accepted.

Procedure steps 1 to 4

01 Open one case

Record the reported condition, exact area, original visit reference and time received. Separate the client's description from what your team has verified. Check for an existing case before opening another.

Acceptance check: One reference connects the concern to a location and visit.

Record: Case reference, report time and factual description.

02 Check urgency and acknowledge

Screen for reported injury, suspected hazardous material, damage or an access concern. Route these through the site's designated escalation plan. For an ordinary cleaning concern, acknowledge receipt and agree the next update time.

Acceptance check: Urgent matters are escalated; the case has an owner and update time.

Record: Acknowledgment, assigned owner and any escalation reference.

03 Compare facts with the scope

Review the agreed task, prior inspection and permitted evidence. Identify what is confirmed, disputed or still unknown. Distinguish an apparent missed task from a new request; do not infer fault from a photo alone.

Acceptance check: The proposed correction addresses a defined finding or unanswered question.

Record: Scope reference, original findings and unresolved facts.

04 Agree the authorized response

State the correction, access arrangements, permitted method, responsible crew and proposed visit. Obtain approval within the supervisor's limits. Give the client an update if the target cannot be met; do not promise a refund or admit liability.

Acceptance check: The response is approved and its timing is communicated.

Record: Approved scope, approver, appointment and client update.

Complete the procedure

05 Complete and independently check

Have the crew report the correction and any blocked work. The reviewer checks each affected item against the agreed standard and records Pass, Further work or Not checked. Retain the original complaint and initial result.

Acceptance check: Every corrected item has a recheck; unavailable evidence remains explicit.

Record: Correction, permitted evidence, checker and recheck time.

06 Communicate the outcome

Tell the client what was checked and what remains open. Record their response separately from the technical check. If they disagree or cannot be reached, keep the case awaiting review or confirmation and name the next owner.

Acceptance check: Client agreement is recorded only when actually received.

Record: Sent update, reply or follow-up due time and owner.

07 Close or escalate with evidence

Close only when the required check and closure conditions are met. Otherwise record why the case remains open and who decides next. Review repeat cases for a scope, scheduling or training change and set a later effectiveness check.

Acceptance check: Closure follows recorded evidence; repeat causes have a review action.

Record: Status, closure authority, open actions and review date.

Exceptions and escalation

Reported damage or a hazardous condition

Stop affected routine work and use the site's incident route. Keep the cleaning record factual; liability and specialist response stay with authorized personnel.

Correction cannot be accessed or completed

Keep it Open or Blocked, update the client and assign a new plan. A scheduled return is not completed corrective work.

Client disputes the result or requests compensation

Preserve the evidence and refer the decision to the authorized manager. Do not exchange a remedy for removing a review or mark silence as acceptance.

Case closure and follow up record

Complete this record for an actual use. Keep supporting evidence in your approved system; exclude passwords, access codes and unnecessary personal details.

RECORD FIELD	ENTRY
Case and original visit reference	
Area and reported condition	
Approved response and owner	
Correction and separate recheck	
Client reply and case status	
Next action and update time	
Case owner and closure reviewer	

Final checks

- Original concern and recheck remain linked.
- No unsupported promise, liability conclusion or invented client acceptance.
- Every unresolved item has an owner and next update time.

Show the approved method

- Use a dummy complaint and show the original finding beside the approved scope.
- Demonstrate recording a correction and a separate recheck in an empty room.
- Show how a disputed or unanswered case stays open with a named next owner.

Record with permission, use dummy records and remove private details. Review any generated draft against the demonstration before team use. Check current access and video limits at vid2sop.com.

Template source: https://vid2sop.com/sop-templates/cleaning-complaint-reclean-sop/

Background references provide context, not endorsement: https://www.issa-canada.com/en/931-issa-clean-standards ; https://www.osha.gov/cleaning-industry

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