CleanOptix
CLEANING OPERATIONS

Client issue and complaint record

Was it the clean, or was it the contract? Those need different answers.

Check first whether the work was in the specification. If it was not, this is a variation conversation rather than a performance one — and treating it as a failure teaches a client that anything they ask for is included. Record when you told them, separately from what you did.

CLIENT	SITE	REFERENCE
DATE RAISED	RAISED BY	HOW IT WAS RAISED

THE ISSUE, AS THE CLIENT DESCRIBED IT

In their words.

FIRST QUESTION — WAS THIS IN THE SPECIFICATION?

	THIS ONE
Yes — in the specification, at the frequency specified	☐
Yes — in the specification, but at a lower frequency than expected	☐
No — not in the specification at all	☐
Unclear — the specification does not say	☐

INVESTIGATION

Specification reference	
Was the shift worked? By whom?	
Task checklist for that shift — completed? Found?	
What the checklist says about this task	
Last audit score for this area, and date	
What was found when it was inspected	

ROOT CAUSE

	CAUSE
Standard — done, but not to the specified standard	☐
Not done — task missed	☐
Frequency — specification too low for actual use	☐
Access — area occupied or locked	☐
Staffing — shift short, uncovered or rushed	☐
Equipment or consumables unavailable	☐
Specification — not in the contract	☐
Client expectation differs from what was agreed	☐
	☐
	☐
	☐

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RESPONSE

Clients forgive problems and remember silence. The gap between the complaint and the first response is what a contract review turns on.

Client acknowledged on (date and time), by

Immediate action taken

Who carried it out, and when

Client updated on (date)

Client satisfied with the immediate response?

ACTIONS AND CHANGES

Action — owner — target date — completed

Action — owner — target date — completed

Specification changed? What, and agreed with whom

Schedule changed? What, and from when

Training or briefing given, and to whom

Variation raised? Reference

CLOSE-OUT

An issue the contractor considers closed and the client does not reappears at renewal.

CLOSED BY

DATE

CLIENT AGREES CLOSED

DATE

RAISED AT REVIEW MEETING ON

RECORD HELD AT

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