

# NikEra Clean Complaint Policy

**1. Purpose:** Our goal is to provide excellent cleaning services and to handle any complaints quickly and fairly.

**2. Scope:** This policy applies to all customers who are dissatisfied with our cleaning services or how we handle their personal information.

## 3. How to File a Complaint

If you have a complaint, you can reach us through:

- **Email:** info@nikeraclean.com
- **Phone:** 914-619-5152
- **Online:** Via the contact form on our website.
- **Mail:** PO Box 994, Ossining, New York 10562

When filing a complaint, please include:

- Your name and contact info.
- A description of the issue.
- The date of the service.
- How you'd like us to resolve the problem.

**4. Acknowledgment:** We will respond to your complaint within **2 business days** to confirm that we've received it and are looking into the issue.

## 5. How We Handle Complaints

- **Service Complaints:** We'll investigate the issue and try to resolve it within **5 business days**. This might include offering a re-clean, a discount, or other solutions.
- **Data Complaints:** If your complaint is about how we've used your personal information, we'll review it and aim to respond within **10 business days**.

**6. Confidentiality:** Your information will be kept private, and only used to help resolve your complaint.

**7. Escalation:** If you're not satisfied with our response, you can contact our **Manager** at Nickesha@nikeraclean.com

For more information, please visit [www.nikeraclean.com](http://www.nikeraclean.com) or contact us directly.

Thank you for choosing NikEra Clean LLC!  
[www.nikeraclean.com](http://www.nikeraclean.com)