



Complaint and reclamation form

Fill in the fields directly in the PDF file and return the form to LCI Services.

Important information about complaint handling

To allow us to process your complaint correctly, please complete the form as accurately as possible. LCI Services does not provide proportional price reductions once the task has been completed and paid for, but we are always open to finding another solution together. We will respond within 14 days once the case has been processed.

1. Customer information

Customer number

Date of completion

 / /

Name

Address where the cleaning was carried out

Phone number

Email

2. Task information

Date when the task was carried out

 / /

Approx. time of the task

Type of task

☐ Regular cleaning

☐ Move-out cleaning

☐ Staircase/business cleaning

☐ Deep cleaning

☐ Airbnb cleaning

☐ Other:

Invoice/quote number, if available

Has the task been paid?

☐ Yes

☐ No

☐ Partly



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Description of the complaint

3. What does the complaint concern?

You may tick several boxes if the complaint concerns more than one matter.

- | | |
|--|--|
| ☐ Quality of the cleaning | ☐ Areas or rooms not cleaned |
| ☐ Lack of thoroughness | ☐ Damage to furniture or belongings |
| ☐ Delay or non-attendance | ☐ Communication |
| ☐ Price or understanding of the agreement | ☐ Staff/behaviour |
| ☐ Key/access to the property | ☐ Other: <input type="text"/> |

When did you discover the issue?

 / /

Have you contacted us about this before?

- ☐ Yes ☐ No ☐ Partly

Describe the complaint as specifically as possible

Which rooms/areas does the complaint concern?



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Documentation and requested solution

4. Documentation

Please attach photos or other documentation if relevant. This makes it easier for us to process the case correctly.

Have you attached photos or other documentation?

- | | |
|--|-------------------------------------|
| ☐ Yes, photos | ☐ Yes, video |
| ☐ Yes, other documentation | ☐ No |
| ☐ Will send documentation later | |

Brief description of the attached documentation

5. Requested solution

We assess each case individually. We do not provide proportional price reductions for completed and paid tasks, but together we can consider whether another reasonable solution is relevant.

- ☐ I would like you to contact me for dialogue
- ☐ I would like you to assess the possibility of remedying the issue
- ☐ I would like an explanation of what happened
- ☐ I would like you to register the feedback internally
- ☐ I do not require anything further, but want to inform you
- ☐ Other:

Please elaborate on the solution you would like



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Previous dialogue and confirmation

6. Previous dialogue with LCI Services

How have you possibly contacted us about the complaint?

☐ Phone

☐ SMS

☐ Email

☐ In person

☐ Via form

☐ Not contacted previously

☐ Other:

Date of previous contact, if relevant

 / /

Comment regarding previous dialogue

7. Confirmation

I confirm that the information in this form is correct to the best of my knowledge, and that LCI Services may process the information in order to assess the complaint.

Name

Date

 / /

Signature, if the form is completed on paper

This field can be signed by hand if the form is printed.

After receipt

Once we have received the form, we will review the case and respond within 14 days once the case has been processed. We will contact you if we need further information.