

Complaints and Disputes Policy

Effective Date: 03/08/2026

Last Updated: 03/08/2026

1. Intro

This Complaints & Disputes Policy explains how complaints and disputes are handled on our website and mobile application ("Platform").

Our aim is to provide a fair, transparent and efficient process for resolving concerns raised by customers, tradespeople and other users.

While we strive to maintain a trustworthy marketplace, contracts for services are generally formed directly between Subcontractors and independent tradespeople. Unless expressly stated otherwise, we are not a party to those contracts.

2. Scope

This Policy applies to complaints relating to:

- Use of the Platform.
- User accounts.
- Reviews and ratings.
- Tradesperson profiles.
- Customer behaviour.
- Platform features.
- Alleged breaches of our Terms and Conditions or other policies.

This Policy also explains how we may assist where disputes arise between Subcontractors and Tradespeople.

3. Types of Complaints

Examples of complaints include:

- Poor customer service.
- Inappropriate behaviour.
- Misleading profile information.
- Fake reviews.
- Fraud or suspected fraud.
- Spam or harassment.
- Abuse of the messaging system.

- Incorrect account information.
- Technical issues affecting the Platform.
- Alleged breaches of our policies.

4. Types of Disputes

Examples of disputes between customers and tradespeople include:

- Quality of workmanship.
- Missed appointments.
- Delays.
- Scope of work.
- Property damage.
- Miscommunication.
- Incomplete work.
- Cancellation disagreements.

5. How to Make a Complaint

Complaints may be submitted by:

- Using the reporting features within the Platform.
- Contacting our customer support team.
- Emailing us using the contact details provided on our website.

To help us investigate, please include where possible:

- Your name.
- Account details.
- The name of the other party (if applicable).
- A description of the issue.
- Relevant dates.
- Supporting documents, screenshots or photographs.

6. Complaint Handling Process

When we receive a complaint, we will generally:

1. Acknowledge receipt.
2. Review the information provided.
3. Request additional information if required.
4. Investigate the matter.

5. Determine whether our policies have been breached.
6. Inform the relevant parties of the outcome where appropriate.

Timeframes may vary depending on the complexity of the complaint.

7. Platform Complaints

Where a complaint relates to our Platform or services, we will investigate and take appropriate action where necessary.

Possible outcomes include:

- Correcting errors.
- Updating account information.
- Removing content.
- Issuing warnings.
- Restricting Platform features.
- Suspending accounts.
- Permanently removing accounts.

8. Subcontractor and Tradesperson Disputes

We encourage customers and tradespeople to communicate directly and attempt to make every reasonable effort to resolve any disputes in a professional and amicable manner. However, we are not a party to any agreement or contract between Subcontractors and Tradespeople, and we accept no responsibility or liability for any work carried out, payments made, losses, damages or disputes that may arise. We do not have the authority to investigate enforce or compel either party to take any particular action or reach a resolution.

9. Reviews During Disputes

Where a review is reported as part of a dispute, we may:

- Investigate the review.
- Request supporting evidence.
- Temporarily hide the review while it is assessed.
- Leave the review unchanged.
- Remove the review if it breaches our Review Policy.

Negative reviews will not normally be removed simply because a tradesperson disagrees with them.

10. Urgent Safety Concerns

If a complaint suggests:

- Criminal activity.
- Fraud.
- Violence.
- Threats.
- Serious harassment.
- Immediate risk to health or safety,

we may immediately restrict or suspend accounts while the matter is investigated.

Where appropriate, we may also cooperate with law enforcement or relevant authorities.

11. False Complaints

Knowingly submitting false, malicious or misleading complaints is prohibited.

Users who repeatedly abuse the complaints process may face action including:

- Warnings.
- Account restrictions.
- Suspension.
- Permanent removal from the Platform.

12. Appeals

If you believe we have made an incorrect decision regarding a complaint, you may request that we review the decision.

Appeals should include:

- The original complaint reference (if available).
- An explanation of why you believe the decision was incorrect.
- Any new supporting evidence.

Submitting an appeal does not guarantee that the original decision will be changed.

13. Record Keeping

We may retain records of complaints, for purposes including:

- Fraud prevention.
- Security.
- Legal compliance.
- Improving our services.
- Enforcing our policies.

These records will be handled in accordance with our Privacy Policy and Data Retention & Account Deletion Policy.

14. Changes to this Policy

We may update this Complaints & Disputes Policy from time to time.

Any significant changes will be published on the Platform together with the revised "Last Updated" date.

Continued use of the Platform following those changes constitutes acceptance of the updated Policy.

15. Contact Us

If you wish to submit a complaint or have questions about this Policy, please contact us.

Email: Dan@skylinepainting.co.uk

Company: Opratives

Website: Opratives.co.uk

