CUSTOMER COMPLAINTS PROCEDURE

If you are unhappy with any aspect of our service, please let us know.

The purpose of this complaints procedure is to address your concerns quickly, effectively, and efficiently, aiming to turn a potentially negative experience into a positive one through our care and attention.

DEALING WITH THE COMPLAINT

We strive to maintain a high standard of service at all times. However, if something goes wrong, we are committed to resolving the matter promptly and fairly. Below is our detailed complaints procedure:

Step 1: Please write (by letter or email) to the relevant department head with details of your complaint, clearly setting out the reasons for your grievance(s), including dates, names of any staff members involved, and attaching any supporting evidence.

- **For Lettings:** Aaron Brown Head of Lettings & Sales
  - Email: aaron@morfittsmith.co.uk
  - Address: MorfittSmith, 67 Middlewood Road, Hillsborough, Sheffield, S6 4GX
- **For Sales: Aaron Brown Head of Lettings & Sales**
  - Email: aaron@morfittsmith.co.uk
  - Address: MorfittSmith, 67 Middlewood Road, Hillsborough, Sheffield, S6 4GX

Step 2: The relevant department head will acknowledge your complaint in writing (by letter or email) within 3 working days of receiving it.

Step 3: The department head will review your complaint and provide a formal written outcome of their investigation within 15 working days of receiving the complaint.

Step 4: If you are not satisfied with the response from the department head, you may escalate the matter by writing to the Operations Director, who will carry out an independent review of your complaint. A final decision ("Final View") will be sent to you within 15 working days of the matter being escalated.

Operations Director: Paul Batty Email:
Paul@morfittsmith.co.uk
Tel: 0114 2321764 (all complaints must be in writing)

Address: MorfittSmith, 67 Middlewood Road, Hillsborough, Sheffield, S6 4GX

Step 5: If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman:
Milford House, 43-55 Milford Street, Salisbury, SP1 2BP Website:
https://www.tpos.co.uk