



## COMPLAINTS HANDLING POLICY

### Introduction

Morleys Stores Group strive to provide the highest level of customer service to all of our customers. We understand that from time to time, there may be occasions when customers are not satisfied with the products or services they have received. In such cases, we have a process to deal with complaints in a fair, transparent and timely manner.

### Complaints handling process

#### ***Receipt of Complaints***

Customers can lodge their complaints through any of the following channels:

- In person or by telephone: At any of our stores, customers can speak to a member of staff who will log their complaint.
- Email: Customers can email their complaints to [contact@morleystores.co.uk](mailto:contact@morleystores.co.uk).
- Letter: Customers can address their complaints in writing to our Head Office at Morleys Stores, 16 St Georges Road, Wimbledon, SW19 4DP.

#### ***Investigation of Complaints***

We will investigate all complaints promptly, and will aim to provide a response within 14 days. Our investigation process may include:

- Speaking with the customer to gather more information about the complaint.
- Reviewing any relevant records, such as purchase receipts or CCTV footage.
- Discussing the complaint with any relevant staff members.

#### ***Resolution of Complaints***

Once we have investigated the complaint, we will take the appropriate actions to resolve the issue and prevent recurrence. This may include:

- Providing a refund, exchange or a replacement of the product where appropriate.
- Offering an apology or explanation.
- Providing compensation, such as a discount on a future purchase.

We will keep the customer informed of our progress throughout the complaint handling process and provide updates on the status of their complaint and the actions taken to resolve it.

### ***Escalation of Complaints***

If a customer is not satisfied with the resolution of their complaint, they can request that it be escalated to a more senior member of staff. They can do this by speaking to a member of staff in store, or by emailing us at [contact@morleystores.co.uk](mailto:contact@morleystores.co.uk).

We value our customers and are committed to providing an excellent customer experience for everyone that shops with us. We will review all of our policies and procedures regularly to ensure that they remain effective and in line with customer expectations.

### **If your complaint relates to your finance agreement**

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider Novuna. Novuna will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

### ***What to do if you can't reach an agreement***

If you are not satisfied with Novuna's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of Novuna's final response letter to you.

They can be contacted in the following ways:

- Write: **Financial Ombudsman Service, Exchange Tower, London, E14 9SR**
- Telephone: **0300 123 9 123**
- E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further details can be found on the Financial Ombudsman Service website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)