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# Complaints Procedure

## Updated 1<sup>st</sup> November 2022

Sheffield Kitchen Outlet Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, stakeholders and in particular by responding positively to complaints and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and when appropriate, confidentially
- we respond in the right way - for example, with an explanation or an apology where we have got things wrong with information on any action taken.
- we learn from complaints, use them to improve our service and review our complaints policy and procedures annually.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities and staff.

### Stage 1 INFORMAL COMPLAINT: -

The first stage would be making an informal complaint with your point of contact within the branch of Sheffield Kitchen Outlet Ltd that you placed your order at. This would normally be the designer you placed your order with. Your designer would be the person that would best understand any issues or problems that may arise with your order. An informal complaint can be made verbally, either in person or by telephone, or in writing by email. If you prefer you can also make an informal complaint with the manager of the branch in which you placed your order.

### Stage 2 FORMAL COMPLAINT: -

If you are not satisfied with a resolution offered by our staff within the branch you placed your order then stage 2 is our formal complaint stage. To lodge a formal complaint please email our customer services team with the details of your complaint to:-

[care@skokitchens.com](mailto:care@skokitchens.com)

**Please consider the following before making your complaint:-**

- Explain the problem as clearly and as detailed as possible, including any action taken to date during the informal stage.
- Please explain how you think your problem could be resolved and what you hope to achieve as a resolution to your complaint, allowing Sheffield Kitchen outlet Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Sheffield Kitchen Outlet Ltd's control.

Once you have made your formal complaint, please allow our team reasonable time to consider and respond to you.

### **Stage 3 ESCALATED FORMAL COMPLAINT: -**

If you feel our customer service team have not offered a satisfactory conclusion to your complaint, then you can ask for it to be escalated. An escalated formal complaint will be reviewed by Sheffield Kitchen Outlet Ltd's board of directors as soon as possible. Our directors will consider if we could have offered another more satisfactory solution to your complaint and will respond by email or post within a reasonable timeframe.

### **Stage 4 SMALL CLAIMS/COUNTY COURT: -**

If you are not satisfied with the outcome of our complaints procedure you have the right to take the matter to county court. Please follow the link for more information:-

<https://www.gov.uk/make-court-claim-for-money>