

Complaints Officer Contact Details

Name: Mark Sarwar

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How Sheffield Kitchen Outlet Ltd handles complaints

We aim to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

Any complaint verbal or written will be referred to our Complaints Officer at the earliest opportunity or to a member of the senior management if the Complaints Officer is unavailable. Our Complaints Officer is responsible for ensuring that we thoroughly investigate any complaints.

On receipt of a complaint we will:

- Acknowledge the complaint promptly
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Discuss with you our findings and proposed response

Designer, Product or Quality of Goods

Clients may express dissatisfaction to their designer about a product, or the quality of the goods. We will need to establish whether your complaint relates to any advice given, the designers service, the service or performance of a product, or the quality of the goods.

If the complaint is about another party, we will refer details of the complaint to the third party and confirm this course of action to you in writing.

Investigation

The Complaints Officer will investigate and establish the nature and scope of your complaint.:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress

Complaints Settled within 5 business days – Informal Complaints Process.

Complaints that can be settled to your satisfaction within 5 business days can be recorded and communicated via an informal process.

If a solution to your complaint is proposed and you indicate your acceptance, we will promptly send you an **'Informal complaint resolution'**, being a written communication from us which:

(1) refers to the fact that you have made a complaint and informs you that we now consider the complaint to have been resolved to your satisfaction.

(2) We will tell you that if you subsequently decide that you are dissatisfied with the resolution of the complaint you may be able to refer the complaint back to us for further consideration. In addition to sending you an **'Informal complaint resolution'**, we may also use other methods to communicate the information where:

(1) We consider that doing so may better meet your needs; or

(2) We have already been using another method to communicate about the complaint.

Complaints which cannot be resolved within five business days

Where the Complaints Officer judges that your complaint cannot be resolved within five business days, or they were unable to resolve your complaint in this period, the formal complaints procedure will be followed. This process requires that we:

- Send you an initial response letter within five days of receiving your complaint, or immediately on realising the informal complaints handling process will not reach a resolution.
- Provide you with details of our complaints handling procedures.
- Fully investigate the complaint and, where necessary, contact you to seek clarification on any points;
- Send you a final response letter as soon as possible, but no later than eight weeks after receiving the complaint, detailing how your complaint has been resolved and if any redress will be offered.

Final response

Our final response letter will set out clearly our decision and the reasons for it. If any financial redress is offered, a clear method of calculation will be shown, and it will be paid promptly and in full. In some cases, we may offer an option of financial redress, a product or a service, in this case we will await your decision before proceeding with your preferred option.

If we cannot resolve the complaint within eight weeks:

While we would always aim to complete an investigation within eight weeks, if, for any reason, our investigation is not concluded within this period, our Complaints Officer will write to the complainant again. We will inform him/her of the reasons for the further delay and advise that if he/she is not satisfied with our progress he/she may be entitled to refer the complaint to the Financial Ombudsman Service.

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>