

Complaints Handling Policy

2025 Review



Morsin Living Limited strives to achieve high levels of client satisfaction in all areas of its business. However, we acknowledge that from time to time things may go wrong. As a result of this and in accordance with the regulatory requirements, we maintain a dedicated Complaints Handling Policy (CHP) to explain how complaints should be made and how they will be investigated and resolved.

Procedure

1. In the event that you wish to make a complaint in respect of services provided to you by Morsin Living Limited, in the first instance please speak to the relevant office. If you have already spoken to us about your complaint, and it has not been resolved by the office, you should write with details of your complaint to:

Amalia Sini, Director of Morsin Living Limited, Responsible for complaints and dispute Handlings

Email: amalia.s@morsinliving.com

If you do not have access to email or prefer to supply your complaint in hard copy, please address that in a sealed envelope to Complaints & Disputes handling.

She will write to you within 5 working days to acknowledge receipt and, if relevant, ask you to expand on any points she would like clarified.

Your complaint will be investigated thoroughly such investigation to include (but not be limited to):

Morsin Living Ltd
27 Old Gloucester Street,
London, United Kingdom,
WC1N 3AX
Company Registration N. 15764875



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- A review of Morsin Living's file on the matter
- b) Interviewing the team member from Morsin Living Limited concerned and, where appropriate depending on the nature of the claim, interviewing other team members of Morsin Living Limited with expertise in the relevant field.

Following conclusion of the investigation, Mrs. Amalia Sini (or a Director appointed by her) will write to you with our conclusions.

Our redress scheme would generally expect a consumer to allow a maximum of 40 working days for their complaint to be fully investigated and responded to before they will consider an escalated complaint raised with them.

However, we will aim to respond within 20 working days of acknowledgement of receipt of your written complaint (or subsequent clarifications if requested). If we are unable to meet the shorter deadline, we will keep you informed.

If you are happy with the outcome, the matter will conclude.

2. If, following Mrs. Amalia Sini's response to your complaint you remain dissatisfied, you may refer the matter to the Property Redress Scheme, to whom we will provide information on request.

Any such referral should be within twelve months of the date of our final review letter.

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The Property Redress Scheme can be contacted as follows:

Online: www.theprs.co.uk

Tel: 0333 321 9418

Email: info@theprs.co.uk.

Post: Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD6 1JH

Referring a complaint to a dispute resolution service does not remove the requirement for payment under the terms of any contract between Morsin Living Limited and you.

Any invoices that are due and payable will be subject to our normal debt collection procedures while any referred complaint is being considered.

3. Unreasonable or unacceptable behaviour Although we understand that in rare instances, clients and consumers may be unhappy with information we have provided or with the decisions we have made on behalf of, and with instruction from, our clients, it is unacceptable to be aggressive or abusive when contacting our staff.