

## CUSTOMER COMPLAINTS POLICY OF MORESPACE STORAGE LTD

Morespace Storage is committed to providing a high quality of service to all our customers. If you have a complaint, please contact us by telephone, email or letter, so we can seek to put it right.

Telephone: 01480 830130

Email: [complaints@morespacestorage.co.uk](mailto:complaints@morespacestorage.co.uk)

Letter: Customer Complaints  
Morespace Storage Ltd  
Manor Farm  
91 High Street  
Graveley  
St Neots  
Cambridgeshire  
PE19 6PL

We'll investigate and endeavour to respond within two working days of receiving your complaint. Our commitment when dealing with your complaint:

- We'll treat you as an individual and with consideration, endeavouring to understand the concerns you raise from your perspective.
- We'll aim to resolve your concerns as quickly as possible through conciliation. We appreciate your time is valuable.
- At all times we'll keep you informed regarding the process of any investigation we have to complete and expected timescales in which we'll contact you.
- Should we be unable to resolve your concerns, we'll explain why and outline any further options open to you.
- We'll always learn from what you tell us and ensure action is taken to resolve the points raised.