



MarshallVizard
A PASSION FOR PROPERTY

Marshall Vizard Internal Complaints Procedure

- 1 Marshall Vizard, a member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally and in the event that we are not able to deal with the issue to our mutual satisfaction, then by reference to The Property Ombudsman
- 2 If you believe that you have a complaint, please write in the first instance to a partner at the following address as outlined below:
For complaints relating to Sales, Lettings and Property Management:
Neil Marshall
26 Station Road, Watford, WD17 1JU watford@marshallvizard.com
- 3 Your complaint will be acknowledged within 3 working days , investigated thoroughly in accordance with established in-house procedures and a formal reply sent to you within 15 working days of receipt of your complaint
- 4 If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by Dominic Watts, the partner who did not deal with the initial investigation; the contact details are as above.
- 5 In the event that that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to contact The Property Ombudsman to request an independent review. If you feel that we have not sought to address your complaints within 8 weeks, you may be able to refer your complaint to The Property Ombudsman to consider without our final viewpoint.
- 6 The contact details for The Property Ombudsman are:
The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case

The Property Ombudsman requires that all complaints are addressed through this in house complaints procedure, before being submitted for an independent review.