

Customer Complaints Procedure

Marigold Residential aims to provide the highest standards of service to all landlord and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe that you have grievance, please write in the first instance to our Letting team at the address below:

Marigold residentials
251 Dunstable Road
Luton
Bedfordshire
LU4 8BP

Tel: 01582 617617

- The grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established 'in-house' procedures and a reply sent to the complainant within 21 working days of receipt of the letter.
- If you are dissatisfied with the result of the internal investigation, please contact:
Mr Guftar Hussain on **01582 617617** or write to him at the following address:
- **251 Dunstable Road, Luton Bedfordshire LU4 8BP.**
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are still dissatisfied with the result of the internal investigation, you can refer the matter to:

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

T. 01722 333306

www.tpos.co.uk

Please note:

The Property Ombudsman request that all complaints are initially addressed through this in-house complaints procedure, before being submitted to them for an independent review.

You will have to submit your complaint to The Property Ombudsman within 12 months of receiving our final conclusive letter, along with any evidence to support your case.