

Complaints Procedure

COMPLAINTS RELATING TO DATA PROTECTION AND/OR MARKETING AND PROMOTIONS



Putting our customers first is one of Marshall's core values. If you are unhappy about the way we manage your data then please do get in touch and we will look into your concerns and do what we can to put things right. For further information on how we handle your data please refer to our **Privacy Notice** which is available on our website www.marshall.co.uk. A copy is available upon request.

You can communicate with us about your complaint in any way that is right for you.

EMAIL: DPOOffice@marshall.co.uk

LETTER: The Data Protection Manager, Marshall Motor Group, The Quorum,
Barnwell Drive, Cambridge, Cambridgeshire, CB5 8RE

WHAT WE NEED FROM YOU?

In order to respond quickly to your complaint it would be really useful if you could provide us with the following information if applicable:

- Your name, address and contact details (mobile, postal address and email)
- Vehicle registration number, make & model and date of purchase (if applicable)
- A clear statement of what your complaint is about and the resolution you require

INFORMAL PROCEDURE: Where possible, we will try to resolve your complaint quickly, without any fuss and to your satisfaction within 3 business days (Monday – Friday) of receiving your complaint. If this is not possible then we will use the formal written complaints procedure.

FORMAL WRITTEN PROCEDURE:

- We will acknowledge your complaint in writing (by letter and/or email) within 5 business days (Monday – Friday) of receiving your complaint. We will automatically provide you with a copy of this complaints procedure.
- We will fully investigate your concerns and then provide a written response to you. This will be by letter (sent by email and/or letter) and will be headed FINAL RESPONSE LETTER. We have one calendar month from the date we receive your complaint to investigate and provide a Final Response Letter to you. If your complaint is particularly complex we may have to extend this period by a further calendar month. However we will contact you in advance to let you know if we have to do this.
- The issue of the Final Response Letter marks the end of our formal complaints procedure.
- If we are unable to respond to your complaint fully and in writing within one calendar month of receipt, or you are dissatisfied with the response we have provided, you may be able to refer your complaint to the Information Commissioner's Office ("ICO"). The ICO is the UK regulator for data protection.

INFORMATION COMMISSIONER'S OFFICE: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF - Tel: 0303 123 1113 - Website: www.ico.org.uk

THIRD PARTY INSTRUCTIONS: If you would like someone else to deal with your complaint on your behalf (for example a friend or relative) this is not a problem. In order for us to correspond freely with them you will need to provide your written signed authority to us. We cannot deal with any third party on your behalf unless we are satisfied that you have actually instructed them in the matter.