

- WE ARE DIFFERENT
- WE ARE TRULY PROACTIVE
- WE ARE TAX SPECIALISTS

Complaints Procedure

At Marland Nash Associates, we are committed to providing a high-quality service to all our clients. If something goes wrong or you are not satisfied with the level of service you have received, we want to know so we can address your concerns and improve our standards.

1. How to Make a Complaint

If you have a complaint, please contact us as soon as possible by:

- Phone 01626 334 989 and ask for Zohan Nash or Darren Peterson
- Email: zohan.nash@marlandnash.com or dlp@marlandnash.com
- Post: Vantage Point House, Silverhills Road, Decoy Industrial Estate, Newton Abbot, TQ12 5ND

Please provide:

- Your name and contact details
- The nature of the complaint
- Any relevant documentation or evidence
- What outcome you are seeking

2. What Happens Next

Acknowledgement

We will endeavour to acknowledge receipt of your complaint in writing within 5 working days, if you have not heard from us within this time, please call 01626 334 989.

Investigation

Your complaint will be reviewed by a senior member of our team who was not directly involved in the matter. We aim to investigate and respond fully within 10–20 working days, depending on complexity.

Response

You will receive a written response outlining:

- The outcome of the investigation
- Any proposed resolution or corrective action
- Your right to escalate the matter if you remain unsatisfied

3. If You Are Not Satisfied

If you are not satisfied with our response, you can ask for the complaint to be reviewed by a Director.

If you remain dissatisfied after our final decision, you may contact our professional body:

Chartered Institute of Taxation (CIOT):

<https://www.tax.org.uk/make-a-complaint>

Email: standards@tax.org.uk

Phone: 020 7340 0550

4. Confidentiality

All complaints will be handled sensitively, and your personal information will be kept confidential in accordance with data protection laws.

5. Continuous Improvement

We value all feedback and use complaints to review and improve our services and internal processes.