

 <p>MARBLE HILL FIREPLACES LTD 020 8892 1488 www.marblehill.co.uk</p>	<h2>Complaint Questionnaire</h2>	<p>Complaint Reference</p> <p>MHF Order No:</p> <p>MHF Account No:</p>
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MHF Complaints Policy

Marble Hill Fireplaces is committed to following HETAS guidelines in the installation of solid fuel, wood or multi-fuel heat producing appliances. Our fitters are all HETAS qualified and install fires according to specific safety guidelines, technical standards and in compliance with Building Regulations.

If you consider that the work done by our fitters falls below these standards, please complete the Complaint Questionnaire and we will endeavour to rectify any defects and to ensure relevant standards are achieved to your complete satisfaction.

Please be aware that we are only responsible for the work we performed and will not be able to assist if any alterations/additions have been made by a third party to the original work.

*Our fires are guaranteed by the manufacturer’s warranty and any complaints after that period will be chargeable.

If you are unable to complete this form for any reason please call our office for further advice.

Consumer’s Name and Address (where appliance is installed)					
					If you are not the consumer, please provide details of your relationship with the consumer. All further correspondence will be directed to the consumer’s address (unless we receive written authority from said consumer).
Details:					
Tel:		Mobile:		Email:	
Work Completion Date:			Make & Model:*		
MHF Order No:			MHF Account No:		
Fitter’s Name (if known)					
Have you been issued with a gas safe certificate?				Yes <input type="checkbox"/>	No <input type="checkbox"/>
Nature of Complaint – Please tick all that apply:					
1	No certificate of compliance	<input type="checkbox"/>	7	Installation workmanship	<input type="checkbox"/>
2	Incorrect hearth	<input type="checkbox"/>	8	Smoke / Nuisance to Neighbours	<input type="checkbox"/>
3	Insufficient Ventilation	<input type="checkbox"/>	9	Chimney	<input type="checkbox"/>
4	No data plate	<input type="checkbox"/>	10	Carbon Monoxide Detector/Alarm	<input type="checkbox"/>
5	Flue	<input type="checkbox"/>	11	Other	<input type="checkbox"/>
6	Fire Protection	<input type="checkbox"/>			

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DETAILS OF COMPLAINT

Please explain the nature of the complaint. Include photos if possible.

Signature*	Date:
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Name in Full:

Please return this Complaint Questionnaire and any accompanying information to:
info@marblehill.co.uk OR
 Marble Hill Fireplaces Ltd, 70-72 Richmond Road, Twickenham, Middlesex TW1 3BE

*if filling in online please type your name