



## MCR Homes Complaints Procedure

We aim to provide exceptional service throughout your interaction with MCR Homes, however sometimes things can go wrong. If this happens, we are committed to listening to our customers and responding to their concerns promptly and fairly.

In order to resolve any matters in an effective and efficient manner, we follow a structured complaints procedure which is detailed below for ease of reference.

**Step 1:** Please write to the Living Team, FAO Stephanie Hilditch with the details of your complaint, setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

The email address for correspondence is: [stephanie.hilditch@mcr-homes.co.uk](mailto:stephanie.hilditch@mcr-homes.co.uk)  
Postal address for correspondence is: Living Team, MCR Homes, Block D, Universal Square, Devonshire Street, Manchester, M12 6JH.

**Step 2:** The Living Team are required to acknowledge your complaint in writing (letter or email) within 3 working days of receiving it.

**Step 3:** The Living Team will review your complaint and provide you with a formal written outcome of their investigation within 15 working days of receiving the complaint.

**Step 4:** Should you not be satisfied with the Living Team's response you may write to the Director of Sales who will carry out a separate and detached review of your complaint resulting in a final view, which will be sent to you within 15 working days of the matter being escalated to him.

Postal address for correspondence is FAO Sales Director, MCR Homes, Block D, Universal Square, Devonshire Street, Manchester, M12 6JH.

**Step 5:** As Members of The Property Ombudsman, once you have exhausted our internal complaints procedure you can refer the matter to The Property Ombudsman, if you remain dissatisfied within a 12-month period.

Their address is The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.