



## **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 MCR Homes clearly stating that you wish to make a formal complaint. Your communication should have 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: [customerservice@mcr-homes.co.uk](mailto:customerservice@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 complaint will be investigated and responded to within three working days.

**Step 3:** A formal written outcome of the investigation will be sent within fifteen working days of receiving the complaint unless you are advised otherwise.

**Step 4:** Should you not be satisfied with the response you may write to the Director 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 Director, MCR Homes, Block D, Universal Square, Devonshire Street, Manchester, M12 6JH.

**Step 5:** If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Their address is The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.  
01722 333 306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.