

In house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. Such feedback will help us to resolve issues as soon as possible and improve our service going forward.

If you have a comment, complaint or compliment, please put this in writing (letter or email) to us. In the case of a complaint, we will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

Step 1-Make your complaint

If you feel a formal complaint is required, please put your complaint in writing either by letter to registered address of Abacus Court, Bull Street, Harbome, B17 0HH or email movinghome@mchugohomes.co.uk. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Step 2-Acknowledgment

Your complaint will be acknowledged within 3 working days of receipt, and we will start our in-house complaints procedure.

Step 3-Investigation

Your complaint will be investigated and Line Manager/Sales Manager will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate, within 14 working days of receipt of complaint.

Step 4-Final investigation/position

If you remain unhappy and want to escalate further, your subsequent complaint will be investigated by Company Director and a written response outlining our final position and proposing resolutions where appropriate will be made within 14 working days of receipt to Director.

Step 5-PRS (Property redress scheme)

McHugo Homes are members of the Property Redress Scheme. Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

Property Redress Scheme Premiere House

1st Floor
Elstree Way
Borehamwood
WD6 1JH

Contact details:

0333 321 9418
info@theprs.co.uk
www.theprs.co.uk

In order for the Property Redress Scheme to consider a complaint, you must show that you have tried to resolve the matter with the Member agent first and have allowed a minimum of 8 weeks after making a complaint for the Member to respond. The PRS request:

- You have exhausted the Member's internal complaints procedure;
- You have waited 8 weeks from the date of your formal written complaint for a response;
- It is within 12 months of the initial formal complaint having being raised with the Member.