



MACKENZIE MILLER
HOMES

FEEDBACK & COMPLAINTS

WE VALUE YOUR FEEDBACK

The Mackenzie Miller Homes team is driven by a commitment to excellence.

While we strive to provide exceptional service, we acknowledge that sometimes things may go wrong. We value your feedback and have implemented a robust process to address any issues that may arise.

If you wish to provide feedback or make a complaint, we kindly request that you first raise it with the team member who has been directly handling the matter in question. They are in the best position to promptly address and resolve your concern.

However, if you remain dissatisfied or would prefer to seek assistance from someone else, this document outlines our formal procedure for dealing with complaints.





MAKING A COMPLAINT

To ensure that we can address your concerns promptly and effectively, please direct any feedback or complaints to our dedicated email address: feedback@mm-homes.co.uk

Please provide an overview of the concern you have, as well as the property and development name, if applicable.

CUSTOMER CARE

Please be aware that the Feedback inbox is not intended for emergencies or reporting property defects. If you encounter a (non-emergency) defect with your property, we kindly ask that you follow the standard procedure by contacting our Customer Care team.

Our Customer Care team will ensure that your issue or request is handled promptly and efficiently, aiming to address it within 30 calendar days where possible. However, if your issue is not adequately resolved within a reasonable timeframe, you may choose to escalate the matter through our formal complaints process.



FORMAL COMPLAINTS PROCESS

STEP 1: WRITTEN ACKNOWLEDGEMENT

We will provide you with a written acknowledgement of your complaint within 5 working days from the first business day after receiving the complaint (the complaint start date).

STEP 2: PATH TO RESOLUTION LETTER

Within 10 working days from the complaint start date, we will send you a written 'path to resolution' letter. This letter will outline how we will investigate your complaint.

STEP 3: COMPLAINT ASSESSMENT & RESPONSE LETTER

Within 30 days from the complaint start date, we will send you a complaint assessment and response letter. This letter will contain details of the complaint(s), actions taken this far, information about any further investigation or necessary works, and an estimated timeframe for the next update. In cases where the complaint is not accepted, we will provide clear reasons and explanations.

STEP 4: 8-WEEK (56 DAY) LETTER

If the complaint remains unresolved, we will send you an 8-week letter no later than 56 calendar days from the complaint start date. This letter will include a summary of the actions taken so far, clear details on any outstanding matters (including reasons and planned actions), an estimated timeline for complaint resolution, and the frequency of ongoing updates.

FINAL: CLOSURE LETTER

Once the complaint has been resolved, we will issue a closure letter which includes a list of the items agreed in the complaint assessment and response letter and confirmation that each item has been resolved.





RESOLVING YOUR CONCERN

Thank you for your patience and understanding while we address your concern.

We truly value your feedback and are committed to resolving matters as quickly as possible. We appreciate the opportunity to make things right when they do not meet your expectations.

Your feedback helps us identify areas for improvement and ensures that we continue to deliver the high standards we set for ourselves.





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