

## Our Complaints Procedure

MHEA Penwortham Limited trading as Marie Holmes Estate Agents

Marie Holmes Estate Agents is committed to providing a high standard of service to all our clients. We recognise that occasionally things can go wrong, and when they do, we take complaints seriously and view them as an opportunity to improve our service.

This complaints procedure applies to all sales, lettings and property management services provided by Marie Holmes Estate Agents and is compliant with the requirements of The Property Redress Scheme.

### Step One. Making a Complaint

If you are unhappy with any aspect of our service, please raise your complaint with us as soon as possible.

Complaints should be made in writing and can be sent by:

- Email to [penwortham@marieholmes.co.uk](mailto:penwortham@marieholmes.co.uk)
- Letter to our office address - 36d Liverpool Road, Penwortham, Preston, Lancashire, PR1 0DQ

Please address your complaint to the Director and include:

- Your name and contact details
- The property address (if applicable)
- A clear description of your complaint
- Any supporting evidence where relevant

We will acknowledge receipt of your complaint within 3 working days.

### Step Two. Investigation and Response

Your complaint will be fully investigated by the Director or a senior member of staff not directly involved in the matter where possible. We aim to provide a full written response within 15 working days of acknowledging your complaint. If, for any reason, we are unable to provide a full response within this timeframe, we will keep you informed and advise when you can expect a reply.

Our response will outline:

- Our findings
- Any actions taken or proposed
- Any resolution or remedy offered

### Step Three. Escalation

If you are not satisfied with our response, you may request that your complaint be reviewed further. This request should be made in writing within 10 working days of receiving our response. We will carry out a final internal review and issue a final written response within 15 working days.

### Step Four. The Property Redress Scheme

If you remain dissatisfied after receiving our final response, or if more than 8 weeks have passed since you first made your complaint, you may refer the matter to:

The Property Redress Scheme  
[complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

Our Registration | MHEA Penwortham Limited - Membership Number [PRS056125](#)

The Property Redress Scheme is an independent body set up to resolve complaints between consumers and property agents. Referral to the scheme must be made within 12 months of receiving our final response. Please note that The Property Redress Scheme will only consider complaints once our internal complaints procedure has been exhausted.