



# SEALPROPERTIES

RENTAL MARKET SPECIALISTS

## Complaints Procedure (External Use)

### 1. Our Commitment

We aim to deliver excellent customer service. If you are dissatisfied, we welcome your feedback and will work quickly to put things right.

### 2. How to Make a Complaint

If you remain unhappy with the way your complaint has been dealt with after speaking to the person with conduct of your matter then you should set out your complaint in writing to:

Emma Bovington  
167/169 Saltwell Road  
Gateshead  
Tyne and Wear  
NE8 4TJ

And/or by email at: [emma@sealproperties.co.uk](mailto:emma@sealproperties.co.uk)

### 3. What to include in your complaint

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our first class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
  - Names of staff you have spoken to in connection with the complaint
  - The Branch Name in connection with the complaint
  - Time(s) and Date(s) of the incidence(s)
  - Telephone number(s) and or Address(es) you have used to contact us
  - Any written correspondence in connection with your complaint
  - Any other document in support of your complaint



0191 580 5900



[WWW.SEALPROPERTIES.CO.UK](http://WWW.SEALPROPERTIES.CO.UK)



[INFO@SEALPROPERTIES.CO.UK](mailto:INFO@SEALPROPERTIES.CO.UK)

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

#### 4. What Happens Next – Our Complaint Stages

The timescales for dealing with a complaint are as follows:

##### Stage 1 - Initial Review:

You will receive an 'acknowledgement of receipt' of your complaint from us as soon as practically possible, we aim for this to be within 3 working days of receiving a complaint

You will receive a final response within 15 working days. If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received

After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

##### Stage 2 - Management Escalation:

If you remain unsatisfied, you may escalate the complaint for review by senior management. A senior manager will conduct a review and provide a response within 10 days.

##### Stage 3 - Property Redress Scheme:

If you are still not satisfied and have exhausted our process, you can refer your complaint to the PRS.

In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 6 months from the our last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form.

The Property Redress Scheme contact details are as follows:

Website: [www.theprs.co.uk](http://www.theprs.co.uk)

Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)



0191 580 5900



[WWW.SEALPROPERTIES.CO.UK](http://WWW.SEALPROPERTIES.CO.UK)



[INFO@SEALPROPERTIES.CO.UK](mailto:INFO@SEALPROPERTIES.CO.UK)

Post:

The Property Redress Scheme  
Ground Floor, Kingmaker House  
Station Road, New Barnet  
Hertfordshire  
EN5 1NZ



0191 580 5900



[WWW.SEALPROPERTIES.CO.UK](http://WWW.SEALPROPERTIES.CO.UK)



[INFO@SEALPROPERTIES.CO.UK](mailto:INFO@SEALPROPERTIES.CO.UK)