



## **Internal Complaints Handling Procedure**

At Sealeys we do everything we can to make sure our clients receive the best possible service from us. However, we do understand that occasionally problems may arise. When this happens, we welcome your feedback in order to rectify the situation.

When we receive your complaint, we will carry out an investigation to assess the situation in an attempt to resolve your problem quickly and to your satisfaction. This internal complaint handling procedure has been specifically designed to make this process simpler. It also gives you further options if you are not satisfied with our response.

### **How to Complain**

If you are unhappy with any aspect of our service, you are asked to put the details and nature of your complaint in writing and deliver it to us either in person or by post to:

**Sealeys Complaints Procedure**  
**FAO Catherine Cumberland**  
**PA to the Managing Director**  
**184 Parrock Street**  
**Gravesend**  
**Kent**  
**DA12 1EN**

Alternatively, you can email us at: **[catherine@sealeys.co.uk](mailto:catherine@sealeys.co.uk)**

If you have someone who will be acting on your behalf please provide this person's full contact details in your letter as well as confirmation that you give this person your authority to discuss your private affairs with us.

### **Information Required**

It will assist our investigation if you could provide us with as much information as possible about your complaint, including the following details:

- **Your Name**
- **Your Correspondence Address**
- **Your Contact Telephone Numbers**
- **The sequence of events/full description of complaint**
- **Names of all parties involved**
- **Dates/times/references of conversations and supporting documents**

### **What will Happen Next?**

- 1) Your complaint will be recorded by us as soon as it is received.
- 2) We will acknowledge receipt of your complaint in writing within 3 working days of receipt.
- 3) An in-house investigation will be launched promptly and will be carried out by a senior member of staff not directly involved in the transaction. A formal written outcome of our investigation will be sent to you and /or your representative within 15 working days of receipt.
- 4) If you remain dissatisfied with the response you receive, you or your representative should contact our Managing Director, Mr Michael Sears, at the address above or via email: [michael@sealeys.co.uk](mailto:michael@sealeys.co.uk). He will then review the initial complaint, the investigation and the initial response. At the conclusion of his review a written statement expressing the final view of the company and any offer to be made will be sent to you and /or your representative within 15 days.
- 5) If you remain dissatisfied by the final view expressed by the company, you can pass your complaint to The Property Ombudsman. Their contact details are as follows: Complaints Enquiries: 01722 333 306 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) **[www.tpos.co.uk](http://www.tpos.co.uk)**. Please be aware that The Property Ombudsman Code of Practice means you only have twelve months from the date of your initial complaint to refer your complaint to them for review.

*COMPANY NO 4020881 ■ VAT NO 753 814225*



*Sealeys Estate Agents Ltd*  
*184 Parrock Street, Gravesend, Kent. DA12 1EN*

