

Seal Lettings Ltd Complaint Procedure

Seal Lettings Ltd (a member of The Property Redress Scheme) aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded

This is our complaints procedure should you feel you need to take this route. This provides for the matter to be dealt with internally by the Director. If we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Redress Scheme (PRS).

If you have a complaint, please in the first instance write to the Director (addresses can be found on this website).

Your complaint will be acknowledged within 24 hours but no longer than 2 working days, investigated thoroughly in accordance with established in-house procedures and a written formal reply will be sent to you within 15 working days of receipt of your complaint.

In the unusual event that the final review still fails to satisfy your complaint, then you can have the matter referred to The Property Redress Scheme, if we fail to acknowledge your complaint within 8 weeks and within 12 months of the original complaint.

We will submit our file to them on request.

The Property Redress Scheme will accept the complaint to of been delivered through the inhouse Complaints Procedure before they will consider becoming involved as an independent body.

The Property Redress Scheme
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