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Seel & Company Complaints Handling Procedure

If you have a complaint then this note sets out the procedure we will follow in dealing with the complaint.

1. R H Seel and Co Limited, a Member of The Property Ombudsman Services aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by:-

Mr T J Dallimore, 11 – 13 Penhill Road, Pontcanna, Cardiff, CF11 9PQ

And in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Ombudsman Service.

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Your complaint will be acknowledged within 24 hours but no longer than 3 working days and investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed either by our Senior partner at the address given below or to refer the matter direct to The Ombudsman as set out in paragraph 5 below.

Mr Ross Hooper-Nash, 11 – 13 Penhill Road, Pontcanna, Cardiff, CF11 9PQ

5. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman Services Ltd. We will submit our file to The Property Ombudsman Services Ltd on request. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can take the matter up with The Property Ombudsman Services Ltd without charge
6. Contact details for The Property Ombudsman Services Ltd are:-

The Property Ombudsman Services Ltd

**Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

**Tel: 01722 333306
E-Mail admin@tpos.co.uk
web: www.tpos.co.uk**

11 - 13 Penhill Road, Pontcanna, Cardiff, CF11 9PQ

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