Complaints Procedure 2026

Seafields Estates Ltd, 18-19 Union Street, Ryde, Isle of Wight, PO33 2DU
www.seafieldsproperty.co.uk / info@seafieldsproperty.co.uk / 01983 812266

Complaints Handling Procedure

Version: 1.0
Review Date: 01.01.2027

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1. Our Commitment

Seafields Estates Ltd is committed to providing a high standard of service to all landlords, tenants, contractors, buyers, sellers and members of the public. We recognise that occasionally things may go wrong and when they do, we want to know about it so that we can investigate fairly, put matters right where possible, and improve our services.

This procedure explains how complaints will be handled.

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2. What is a Complaint?

A complaint is an expression of dissatisfaction, whether oral or written, about the standard of service provided by Seafields Estates Ltd, including:

- Delays or failures in communication.
- Errors or omissions.
- Failure to follow instructions.
- Concerns regarding staff conduct.
- Concerns relating to the management of a property, tenancy or transaction.

The following are generally not considered complaints under this procedure:

- Requests for information.
- Routine service requests.
- Matters that are subject to ongoing legal proceedings.
- Issues where another regulatory or statutory body has issued a final determination.

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3. How to Make a Complaint

Complaints should be submitted in writing wherever possible and include:

- Your name and contact details.
- Property address (if applicable).
- Details of your complaint.
- Any relevant dates and supporting information.
- The outcome you are seeking.

Complaints may be sent by:

Email: info@seafieldsestates.co.uk
Post: Seafields Estates Ltd, 18/19Union Street, Ryde Isle of Wight PO33 2DU

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4. Stage One - Internal Investigation

Upon receipt of a complaint, we will:

- Acknowledge the complaint within **3 working days**.
- Investigate the matter thoroughly.
- Review all relevant records and correspondence.
- Contact you if additional information is required.

A formal written response will normally be issued within **15 working days** of receipt of the complaint.

If additional time is required due to the complexity of the matter, we will advise you in writing and provide an expected response date.

The response will:

- Summarise the complaint.
- Explain our findings.
- Confirm any action to be taken.
- Explain the next stage of the process if you remain dissatisfied.

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5. Stage Two - Senior Management Review

If you remain dissatisfied with our Stage One response, you may request a review by a Director or Senior Manager.

The request must be submitted within **28 days** of receiving the Stage One response and should explain why you remain dissatisfied.

The Director or Senior Manager will undertake an independent review and issue a final internal response within **15 working days**.

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6. Independent Redress

If, after receiving our final internal response, you remain dissatisfied, or if more than **8 weeks** have passed since your complaint was first made and it has not been resolved, you may refer the complaint to our approved redress scheme.

The Property Ombudsman (TPO)

Website: https://www.tpos.co.uk

Complaints must generally be referred to the Ombudsman within the time limits specified by the scheme rules.

The Ombudsman's decision is independent and impartial.

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7. Record Keeping

Seafields Estates Ltd will:

- Maintain a complaints register.
- Keep copies of all correspondence and evidence.
- Record outcomes and actions taken.
- Use complaint trends to improve service standards.

Records will be retained in accordance with our data protection and document retention policies.

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8. Confidentiality

All complaints will be handled confidentially and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information will only be shared with those involved in investigating and resolving the complaint, unless disclosure is required by law.

Seafields

9. Continuous Improvement

We welcome feedback and view complaints as an opportunity to improve our services. Lessons learned from complaints will be reviewed regularly and may result in changes to procedures, training or working practices.

This procedure is available upon request and on our website.

Member of Propertymark: Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

Seafields

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