



# SEAB Group Ltd

Building Confidence, Every Step

## Customer Care & Complaints Policy

**Last updated:** October 2025

### 1. Policy Statement

At SEAB Group Ltd, we are committed to delivering exceptional customer service and maintaining the highest standards of workmanship, professionalism, and communication. We aim to ensure that all customers are fully satisfied with the services we provide and that any concerns or issues are handled promptly, fairly, and transparently.

We value feedback as a vital part of continuous improvement and take all complaints seriously, using them as an opportunity to learn and further enhance our service.

### 2. Our Customer Care Commitment


We will:


- Treat all customers with respect, honesty, and professionalism.
- Communicate clearly and keep clients informed throughout their project or service.
- Provide accurate quotations and timelines to the best of our ability.
- Ensure work is carried out safely, efficiently, and to a high standard.
- Respond to enquiries and concerns in a timely manner.
- Resolve problems fairly and reasonably, with minimal disruption to customers.
- Maintain clear records of all communication and actions taken.


### 3. Making a Complaint

If a customer is dissatisfied with any aspect of our service, they are encouraged to raise the issue as soon as possible so we can resolve it quickly and effectively.

Complaints may be submitted via:

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

 **Phone:** 020 3451 7749

 **Post:** SEAB Group Ltd, 128 City Rd, London EC1V 2NX

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[info@seabgrouppltd.co.uk](mailto:info@seabgrouppltd.co.uk)

Company Registration Number: **16661979**



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Customers should provide:

- Their name and contact details
- Details of the issue including dates and location
- Any supporting information (e.g. photos, invoice number)

## 4. Our Complaints Handling Process

We commit to the following procedure:

Stage	Action	Timescale
<b>1. Acknowledgement</b>	Complaint acknowledged in writing	Within <b>48 hours</b>
<b>2. Investigation</b>	Review details, contact relevant team members, assess evidence	Within <b>5–7 business days</b>
<b>3. Proposed Resolution</b>	We will offer a solution, corrective action, or explanation	Within <b>10 business days</b>
<b>4. Follow-Up</b>	Ensure customer satisfaction & close complaint	Within <b>5 days</b> of resolution

If additional time is required due to complexity, the customer will be kept updated with revised timescales.

## 5. Resolving Complaints

Possible outcomes may include:

- Further work or repair at no additional cost
- A full or partial refund where appropriate
- Alternative solutions agreed with the customer
- Explanation or clarification where no service failure occurred

We will always aim to reach a fair and professional resolution.



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## 6. Escalation

If a customer is not satisfied with the outcome of the internal process, the complaint may be escalated to the company Director for further review:

**Director:**

**Anis Ben Sghaier**

 [anis@seabgrouppltd.co.uk](mailto:anis@seabgrouppltd.co.uk)

Where relevant for renewable energy contract installations, customers may also escalate to external governing bodies such as:

- **MCS** (Microgeneration Certification Scheme)
- **RECC / HIES** (if enrolled)

Details will be provided if applicable.

## 7. Customer Feedback

We actively welcome feedback at any time, including compliments, suggestions, or improvement ideas. Feedback can be submitted through:

- Email
- Phone
- Online forms
- Social media channels
- Post-completion surveys

Positive feedback may be used anonymously for marketing, with consent.

## 8. Monitoring & Review

We monitor complaints trends to identify improvements and prevent recurrence. This policy is reviewed annually and updated if business processes change.