



Byron Property Management Ltd, Regus House, 4 Admiral Way, Doxford Intl Bus Park, Sunderland, SR3 3XW

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Residential Lettings and Property Management - Making a Complaint

Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint at branch level.

Stage One – Initial Review

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with.

We request that you send a written summary of your complaint to the office address or email address, if we are unable to resolve within the first 3 working days of you making us aware of your complaint. We will provide you with a written response within 10 working days of receiving your complaint in writing.

Stage Two - Appeal

Should this still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to us at our office address or email address and let us know your reasons for your appeal against the decision.

Within 10 working days from receipt of your letter, we will set out in writing to you our findings and recommendations as a 'final viewpoint' on how we believe your complaint can be resolved.

Stage 3 - The Property Ombudsman

After you have received a response from us regarding your appeal and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final view point letter alongside a link to the The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 6 months of the date of our final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted.