

Complaints Handling Procedure

Residential Lettings and Property Management

Policy document Version 2.0

Effective date: 1st June 2026

Review date: June 2027

Responsible person: Emma Bevan

Approved redress scheme: Property Redress Scheme PRS 045894

1. Purpose and commitment

Bevan Residential is committed to providing a professional, transparent and responsive service to landlords, tenants, applicants, contractors and other customers.

We recognise that, despite our best efforts, concerns may arise. This procedure ensures that complaints are dealt with fairly, promptly, consistently and in accordance with our obligations as a professional letting agent.

We will:

- Listen carefully to the complaint and treat the complainant with courtesy and respect.
- Investigate the facts impartially and without unnecessary delay.
- Keep accurate records of the complaint and actions taken.
- Explain our findings and any corrective action clearly.
- Provide access to the relevant independent redress scheme where a complaint remains unresolved.

The procedure reflects the importance of clear communication, transparent fees, appropriate records and professional standards identified in Propertymark's published guidance on complaints and ombudsman casework.

2. Scope of the procedure

This procedure applies to complaints about services provided by Bevan Residential, including:

- Letting and marketing of residential properties.

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- Tenant referencing and application handling.
- Property management and communication.
- Repairs, maintenance and contractor coordination.
- Rent collection, landlord statements and client money administration.
- Fees, charges and terms of business.
- Property handovers, tenancy administration and end-of-tenancy processes.
- The conduct or service of any member of our staff or appointed contractor, where the complaint concerns our service.

Complaints concerning a landlord's conduct, a tenant's conduct or matters outside Bevan Residential's service may require a separate process or referral to the appropriate organisation. We will explain the relevant route rather than dismissing a genuine concern without guidance.

3. How to make a complaint

Complaints may be submitted by email, letter or another accessible method agreed with the complainant.

Email

office@bevanresidential.com

Post

Bevan Residential, 24 Courthill Road, Poole Dorset BH14 9HJ

Complaints Officer

Emma Bevan

A complaint should include, where possible:

1. The complainant's name and contact details.
2. The property address, if relevant.
3. A clear description of the concern.
4. The dates and people involved.
5. Copies of relevant correspondence, photographs, invoices or other supporting evidence.
6. The outcome the complainant is seeking.

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A complaint does not need to use a particular form of words or be labelled "formal complaint" to be considered. If a customer raises a substantive concern about our service, we will assess it under this procedure.

4. Stage 1 — Initial complaint and investigation

4.1 Acknowledgement

We will acknowledge receipt of a written complaint within three working days, wherever practicable.

The acknowledgement will:

- Confirm that the complaint has been received.
- Identify the person responsible for handling it.
- Summarise the issue being investigated.
- Explain the next steps and expected timescale.
- Request any additional information required.

4.2 Investigation

The Complaints Officer will investigate the complaint impartially. This may include:

- Reviewing tenancy agreements, terms of business, inspection reports, invoices and relevant records.
- Checking emails, telephone notes and other communications.
- Speaking to relevant staff, contractors, landlords or tenants.
- Establishing what actions were taken, when and by whom.
- Considering whether our service met our contractual, professional and legal.

The investigation will not be influenced by whether the complainant is a landlord, tenant, applicant or other customer.

4.3 Response

We aim to provide a substantive written response within 15 working days of receiving the complaint.

The response will explain:

- The issues considered.
- The relevant facts and evidence.
- Our findings.

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- Whether the complaint is upheld, partially upheld or not upheld.
- Any remedy, corrective action or further explanation offered.
- The next stage of the procedure, including escalation and independent redress.

If further time is needed, we will explain the reason and provide an updated timescale.

Propertymark's published consumer guidance states that customers should receive a response from an agent within 15 days, while the Property Redress Scheme allows the agent up to eight weeks to investigate and respond before the consumer escalates. The internal target above is intended to provide an earlier response without restricting any applicable redress scheme rights.

5. Stage 2 — Internal review and final response

If the complainant remains dissatisfied with the Stage 1 response, they may request a review.

The request should identify the aspects of the response they believe remain unresolved and provide any additional relevant information.

The reviewer will:

- Reconsider the complaint and the original investigation.
- Assess any new evidence.
- Check whether the original response was fair, reasonable and adequately explained.
- Determine whether further action or a revised remedy is appropriate.

We will issue a written final response within a reasonable period, normally within 15 working days of receiving the review request. If the review requires longer, we will explain the reason and provide a revised timescale.

The final response will confirm that our internal complaints procedure has been completed and explain the complainant's right to refer the matter to the applicable independent redress scheme.

The Property Redress Scheme requires consumers to give its member up to eight weeks to investigate and respond before escalation. Propertymark also expects its members to have an internal complaints procedure, and its published complaint process requires evidence that the member's procedure has been used and completed where applicable.

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6. Independent redress

If a complaint cannot be resolved through Bevan Residential's internal complaints procedure, the complainant may refer the matter to our approved independent redress scheme.

Property Redress Scheme

If Bevan Residential is a member of the Property Redress Scheme, the following information should be included in the final response:

Property Redress Scheme no PRS 045894

Independent dispute resolution for property agents

Website: www.propertyredress.co.uk

Complaints: [Complain Now](#)

Membership number: PRS045894

The Property Redress Scheme states that consumers should first complain to the agent in writing and allow up to eight weeks for investigation and response. A complaint may then be referred to the scheme if the consumer remains dissatisfied or has not received a response. The scheme's published consumer guidance also states that complaints should generally be raised within 12 months of the last communication relating to the issue.

The scheme may consider whether the agent has acted fairly and reasonably, including complaints concerning communication, repairs, accounts, fees and complaint handling. It does not generally provide a legal ruling on every statutory breach or force an agent to undertake repairs.

7. ARLA Propertymark membership

Bevan Residential will maintain its complaints procedure in accordance with the relevant ARLA Propertymark membership and conduct requirements.

Propertymark's published complaints guidance states that members should provide a complaints procedure and that consumers should first approach the agent before escalating to Propertymark where the matter remains unresolved.

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Where a complaint concerns an alleged breach of Propertymark's Conduct and Membership Rules, the complainant may contact Propertymark after completing the agent's internal complaints procedure.

Propertymark Professional Standards

Make a complaint about a Propertymark member [Make a complaint about a Propertymark member | Propertymark](#)

Propertymark explains its independent complaint and disciplinary process, including the evidence required and the circumstances in which it may investigate a member.

Propertymark states that it may investigate issues such as failure to provide a complaints procedure, misuse of client money, conflicts of interest, failure to answer correspondence and failure to uphold professional standards. It does not investigate every type of dispute, including tenancy deposit disputes.

8. Complaints records and management

Bevan Residential will maintain a complaints register containing:

Record	Details
Complaint reference	Unique number
Date received	Date the complaint was submitted
Complainant	Name and contact details
Property	Relevant property address
Complaint summary	Nature of the concern
Assigned officer	Person handling the complaint
Investigation	Evidence and actions taken
Responses	Dates of acknowledgement and written responses
Outcome	Upheld, partially upheld or not upheld
Remedy	Action or compensation offered, if applicable
Escalation	Review or redress referral
Closure	Date and reason for closure

Records will be retained securely and only accessed by authorised persons. Personal data will be handled in accordance with applicable data protection obligations.

9. Remedies and corrective action

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Where a complaint is upheld, Bevan Residential will consider an appropriate remedy based on the circumstances. This may include:

- An apology or clarification.
- Correcting inaccurate information or records.
- Completing an outstanding administrative action.
- Reviewing or correcting a fee or charge where appropriate.
- Reimbursing an amount where justified.
- Taking steps to prevent the issue from recurring.

Any compensation or financial remedy will be considered on its facts, having regard to the terms of business, evidence, applicable law and relevant professional obligations.

A complaint will not automatically result in compensation, and an outcome will not be presented as a legal ruling where Bevan Residential does not have authority to make one.

10. Complaints about repairs, safety or urgent matters

Complaints involving an immediate risk to health, safety, security or the condition of a property will be prioritised.

Where necessary, Bevan Residential will take immediate operational action, including contacting the landlord, arranging an appropriate contractor or advising the tenant of emergency steps.

The complaints procedure does not replace the need to respond promptly to repair and safety issues. A complaint about a repair may be investigated under this procedure while the repair itself continues through the normal maintenance process.

11. Monitoring and review

The Complaints Officer will review complaints periodically to identify recurring issues, including:

- Delays in communication.
- Contractor or repair problems.
- Incorrect or unclear fees.
- Rent and client money administration.
- Tenancy paperwork and handover issues.
- Customer service or record-keeping failures.

The procedure will be reviewed at least annually, and sooner if there is a material change to legislation, redress scheme requirements or ARLA Propertymark membership rules.

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