



Formal Complaints Handling Procedure

Bryce Properties is the trading name of Savvy Students Ltd

1. Our Commitment

At **Bryce Properties**, we are committed to providing a professional, fair and efficient service to all our customers, including landlords, tenants, prospective tenants and other parties who use our services.

We recognise that occasionally things may go wrong. When this happens, we aim to resolve complaints promptly, fairly and transparently.

This procedure explains how to make a complaint, how we will deal with it and what you can do if you remain dissatisfied with our response.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction about the standard of service provided by **Bryce Properties**, including:

- Poor communication or delays in responding to enquiries.
- Concerns about property management or maintenance handling.
- Disputes regarding fees, charges or payments.
- Conduct or professionalism of staff or contractors.
- Issues relating to tenancy administration.
- Failure to provide an agreed service.
- Any other matter relating to our letting or property management services.

We will consider complaints fairly and without discrimination.

3. Stage One – Making a Formal Complaint

We encourage customers to raise concerns with the relevant member of staff in the first instance, as many issues can be resolved quickly and informally.

If the matter cannot be resolved informally, or you prefer to make a formal complaint, please submit your complaint in writing.



Contact Details

Bryce Properties

Email: office@bryceproperties.co.uk

Address: Bryce Properties, 30 North Hill, Plymouth. PL4 8ET

Telephone: 01752 254360

Please provide:

- Your full name and contact details.
- The property address, where relevant.
- A clear description of your complaint.
- Relevant dates, correspondence or supporting evidence.
- Details of what you would like us to do to resolve the matter.

Our response times

We will:

1. Acknowledge your written complaint within **3 working days** of receipt.
2. Investigate the matter thoroughly and impartially.
3. Provide a written response within **15 working days** of receiving your complaint, wherever reasonably possible.

If further investigation is required, we will explain the reason for the delay and provide an anticipated response date.

Our response will explain our findings, any proposed resolution and the next steps available to you.

4. Stage Two – Internal Review

If you are dissatisfied with our Stage One response, you may request a further review.

Your complaint will, wherever practicable, be reviewed by a senior member of staff or director who was not directly involved in the original complaint.

Please explain why you remain dissatisfied and provide any additional information you believe should be considered.

We will:

1. Acknowledge your request for review within **3 working days**.
2. Reconsider the complaint, the evidence and our original response.



3. Issue our final written response within **15 working days** of receiving your review request, wherever reasonably possible.

Our final response will confirm our decision, explain the reasons for it and identify any action we propose to take.

5. Stage Three – Independent Redress Scheme

Savvy Students Ltd is required, where carrying out letting agency or property management work in England, to belong to a government-approved property redress scheme.

If you remain dissatisfied after completing our internal complaints procedure, you may be entitled to refer your complaint to the independent redress scheme of which we are a member.

Our Redress Scheme

Scheme: **Property Redress Scheme**

Website: <https://www.propertyredress.co.uk/>

Membership Number: **PRS060213** for Savvy Students Ltd

Generally, you may refer a complaint to the relevant scheme after receiving our final written response or where **8 weeks have passed** since you first made your written complaint and the matter remains unresolved, subject to the scheme's rules.

The redress scheme will consider whether your complaint falls within its jurisdiction and whether the relevant referral requirements and time limits have been met.

We will cooperate fully with any investigation undertaken by our redress scheme.

6. Complaints Involving Repairs or Safety

Complaints involving urgent repairs, hazards, security concerns or matters affecting the health and safety of occupants will be prioritised.

Customers should report emergencies immediately through our designated emergency reporting arrangements rather than waiting for the formal complaints procedure.

Submitting a complaint does not replace our existing repair-reporting or emergency procedures.



7. Confidentiality and Data Protection

All complaints will be handled sensitively and in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information will only be shared where reasonably necessary to investigate and resolve the complaint, comply with legal obligations or cooperate with the relevant redress scheme.

8. Fair Treatment

We will not treat any customer unfairly or disadvantage them simply because they have raised a genuine complaint.

[We expect all parties to communicate respectfully throughout the complaints process.](#)

9. Record Keeping and Service Improvements

Bryce Properties will maintain appropriate records of formal complaints, investigations, correspondence, outcomes and any corrective action taken.

We will review complaints to identify opportunities to improve our services and prevent similar issues arising in the future.

10. Review of This Procedure

This complaints procedure will be reviewed periodically and updated where necessary to reflect changes in legislation, regulatory requirements and our business practices.

Savvy Student Lets (Trading as Bryce Properties)

Company Registration Number: 08242339

Effective Date: 1st September 2026

Last Reviewed: 1st September 2026

Next Review: 1st September 2027