

Complaints Procedure

At Belvedere Lets Ltd, we are dedicated to providing exceptional service to both landlords and tenants. However, we understand that there may be occasions when our service does not meet expectations. Our aim is to address any concerns swiftly and ensure complete satisfaction.

Step 1: Initial Contact

If you have any concerns regarding our service, please contact us as soon as possible. This allows us to rectify any issues quickly and maintain the high standards we are committed to.

You can contact us via:

- **Phone:** 01388 609242 / 07855 224320
- **Email:** Hello@belvederelets.com
- **Postal Address:** 1 Belvedere House, Kingsway, Bishop Auckland, County Durham, DL14 7JN

Step 2: Our Response

We aim to acknowledge all complaints within 2 business days of receipt. Where possible, we will provide you with a timeline for resolving any issues raised and keep you informed throughout the process.

Step 3: Independent Dispute Resolution

In the unlikely event that we are unable to resolve your complaint to your satisfaction through our internal procedure, Belvedere Lets Ltd, as a **member of the Property Ombudsman**, offers access to independent dispute resolution. This service provides an impartial and fair outcome for unresolved complaints.

If you wish to escalate your complaint, please contact the Property Ombudsman Scheme directly for further assistance.