



Pevona
rooted in resilience—growing with you.

Complaints Handling Procedure

Pevona Ltd is committed to delivering high-quality property management services. We recognise that occasionally things may go wrong, and we welcome feedback to help us improve. This Complaints Handling Procedure outlines how clients can raise concerns and how we will respond.

Scope:

This procedure applies to all complaints received from tenants, landlords, service users, and other stakeholders regarding services provided by Pevona Ltd.

How to Submit a Complaint

Please submit complaints in writing to admin-pev@pevonald.co.uk or via our online form. Include your full name, contact details, property address (if applicable), and a clear description of the issue.

Accessibility & Reasonable Adjustments

If you require assistance to make a complaint (for example due to disability, language, or vulnerability), please tell us. We will offer reasonable adjustments, such as accepting a telephone summary, arranging an interpreter, or allowing a trusted person to support you.

Acknowledgement and Timeline

We will acknowledge complaints within 3 working days and aim to provide a full written response within 15 working days. If further investigation is required (e.g., contractor reports or evidence reviews), we



020 3632 9485



admin-pev@pevonald.co.uk



www.pevonald.co.uk
www.pevona.com



Flat 14, Burgundy House, 25 Liberty Bridge Road,
London, E20 1AQ.





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will inform you of the revised timeline and provide holding updates at least every 10 working days until the matter is concluded.

Impartial Handling & Conflicts of Interest

We handle complaints impartially and in line with the Property Ombudsman (TPO) Code of Practice. Where a complaint concerns the conduct of our sole qualified housing professional, an alternative reviewer (e.g., our company director supported by documented checklists) will conduct Stage 1, and you may escalate to our redress scheme for independent adjudication at Stage 2.

Evidence & Records

Please share any supporting evidence (photos, videos, messages, appointment notes). We will keep communications in writing wherever possible to maintain an accurate record. Sensitive data will be processed in accordance with UK GDPR and the ICO Data Sharing Code of Practice.

Representative Authority (Data Protection)

You may appoint a representative to act for you. To protect your personal information and ensure lawful data sharing, we require proportionate verification: (i) your written authority specifying scope and duration; (ii) the representative's name and contact email; and (iii) basic ID verification. We will correspond with representatives in writing to maintain a complete audit trail.



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Stage 1 – Internal Review

A case reference will be issued. We will investigate the facts, obtain contractor evidence where relevant, and provide a written outcome explaining findings, responsibilities, and agreed actions (with dates).

Stage 2 – Escalation to Redress Scheme

If you remain dissatisfied after Stage 1, you may escalate to our approved redress scheme for independent adjudication: Property Redress Scheme (PRS), <https://www.theprs.co.uk>, Tel: 0333 321 9418. We will supply you with our PRS membership details and a copy of our Stage 1 response.

Service of Notices & Communication Channel

For tenancy matters, formal notices and repair/hazard reports should be sent to the managing agent as set out in your tenancy agreement (e.g., Clauses 2.2-2.3 and 4.3.1), so that we can act promptly and keep accurate records.

Timescales & Closure

We aim to close complaints within 30 working days where practicable. If actions remain ongoing (e.g., scheduled works), we will provide an action plan with dates and close the complaint once the plan is completed.

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Unreasonable or Vexatious Behaviour

We will always seek respectful dialogue. We may limit channels to written communication, set office-hour boundaries, or pause meetings where behaviour is aggressive, discriminatory, or obstructive. This is consistent with professional standards and the TPO Code of Practice.

Data Protection & Privacy

Pevona Ltd processes personal data under the UK GDPR and Data Protection Act 2018. We will retain complaint records for a reasonable period to meet legal and regulatory obligations. For our Fair Processing Notice, please contact admin-pev@pevonald.co.uk.

Contact Details

Email: admin-pev@pevonald.co.uk | Tel: 020 3632 9485 | Address: Flat 14, Burgundy House, 25 Liberty Bridge Road, London, E20 1AQ

Review and Updates

This procedure is reviewed annually or upon changes in legislation or operational practices.

Last updated: January 2026.



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