



Let's try and resolve this now!

Published July 2021

Before you escalate your complaint to the PRS

If you escalate your complaint to us, and we can accept your complaint, you can trust that you're in great hands.

However, why not try de-escalate the situation before raising a complaint to the Property Redress Scheme (PRS)?

One of our requirements is to see that you have attempted to resolve your complaint using the members internal complaints process before coming to us. It is also an opportunity for you to prevent the complaint taking any more time than necessary to resolve.

Once you have formally made your complaint to the member, you must then have allowed up to 8 weeks for the member to investigate and resolve, or respond to, your complaint.

This timeframe is considered reasonable to give the member an opportunity to try and resolve the complaint first.

However, the success of resolving disputes relies on both parties being open to discussion and listening to proposed resolutions. It is important that a complainant is willing to consider the member's points and for the member to handle complaints with empathy.

How should I make my complaint to the agent?

The first thing is to contact the member and request a copy of their Complaints Handling Procedure (CHP). If the member does not have an internal complaints procedure, write to the manager.

Always keep copies of your communication.

Time to set out your complaint

Detail every issue you have and back this up with evidence. Just like we do, the agent will use an evidence-based process that relies on the complainant supporting their concerns.

For example, if your concerns relate to a lack of communication – you will need to refer to the specific communication which has not been responded to and attach or enclose it, as evidence.

You need to be clear

Make sure that the complaint is written clearly and sent by email or letter (ideally, by recorded delivery). We have a template which helps with writing formal complaints.

If you have more than one concern, it is useful to separate them. Just using bullet points can make things clear. This will make it easier for the member to respond to all the points.

In many cases, members may ask for more information, if anything is unclear, before considering how they can propose any resolution, so the process may involve more than one email or letter.

Continue to communicate and provide any additional information you are asked for with the sole aim of reaching an amicable resolution together.

If you receive any emails or letters from the member, keep them along with a record of any other phone calls you make or receive, with the date and time and the caller's name or the person you speak to.

This is an important step because if the complaint remains unresolved and you would like us to help, we need to see exactly what has happened.

We have an evidence checklist available to help provide guidance on what we would be looking for on our Conditions of Complaints document.

Get some advice!

Citizens Advice

03444 111 444

Monday - Friday 9:00am - 5:30pm

Shelter

0808 800 4444

Monday - Friday 9:00am - 5:30pm

Saturday - Sunday 9:00am - 5:00pm

Justice for tenants

0203 476 6648

Monday - Friday 9:00am - 5:30pm

Need our help?

We are authorised by the government to provide a mediation and resolution service for consumers. Our aim is to help settle disputes, where possible, surrounding poor service provided by our members.

The extent of our authority is detailed in our Conditions of Complaints.

We would encourage consumers to escalate their unresolved complaints to us for consideration.

Our processes are impartial. When proposing an early settlement or making a formal decision on complaints that we can accept, we will consider all the facts and supporting evidence. While a decision may be made 'on balance' it is the documents which will be persuasive.