

The right way to make a complaint

This leaflet is a quick easy to use guide to inform you about making a complaint, first with a PRS member and then with us.

If you are not sure how to write a formal complaint letter, please see the sample letter on our website.

Before raising a complaint with us, make sure you have:

Written to the agent clearly explaining the specific reasons for your complaint, and how you would like it resolved

Waited up to 8 weeks for the agent to investigate and resolve or respond to your complaint

Received the agent's final response and are still unhappy, or waited 8 weeks without a response

Checked our member list to make sure you are complaining about one of our members

Contacted us within 12 months of your last communication with the agent about the problem

