

Service complaint form

Our aim at the Property Redress Scheme (PRS) is to provide a quality service, but we recognise that there may be situations where you feel we have not provided the level of service you expected, which you would like to bring to our attention.

Below are the types of service complaints we can consider, and you can find out more about the process in our 'Complaints about our service' document online [here](#).

When filling out the form, please provide us with as much detail as possible, keeping it relevant, so that we can investigate as quickly and fully as possible.

If you have already raised these concerns, please wait 5 working days for a response before contacting us.

1. Your details

Contact title: Contact name:

Telephone number:

Email:

Correspondence address:

Membership number (members only):

Case number (PRSC.....):

(If service complaint is about a case)

I am complaining as a/or on behalf of the (✓):

- Tenant
- Landlord
- Tenant (authorised representative)
- Member (authorised representative)

(please note that we will require written authorisation from this party to be able to deal with your complaint)

I am a consumer and complaining as a/or on behalf of the (✓):

- Tenant
- Landlord
- Buyer
- Seller
- Leaseholder
- Freeholder
- Not required (member)

2. What is the reason for your complaint?

Please read the example and tick all that apply

Reason	Examples	(√)
Quality of our service was not as you expected	Maybe you feel we have not responded to you within a reasonable time or the tone of our communication could have been more positive	
We did not keep to our timescales	You may think we have not followed our published process in relation to timescales or deadlines	
We did not upload <i>all</i> your evidence and/or documents are missing	Did you send us evidence by post or email, and we have not included it on the online evidence portal?	
We did not accept your case and you disagree with our reasons	Maybe you feel the reasons we gave for not accepting your complaint were unsatisfactory or Maybe we accepted your complaint initially and then had reason to close it, and you think the reasons given were unsatisfactory	
You would like us to provide more information/explanation	Have we been unclear and not provided you with enough information when explaining how our complaints processes work and/or communicated this with you, either by email or phone?	
Your case is at the compliance stage and you disagree with the steps we've taken	For agents, have you been advised that your membership is going to be suspended or cancelled and do you believe the action taken is unreasonable? For complainants, have we confirmed the complaint has been complied with and you believe this is not the case?	
You disagree with a decision we have made <i>(see our Conditions of Complaints for more information)</i>	A review request can only be made in certain circumstances on the grounds of an error in fact, law or administration. For detailed information on what decisions can be reviewed and the timescales involved, please read our Conditions of Complaints If the case has moved to the compliance stage, it is final and binding, and cannot be challenged.	
Other	If the reason for your service complaint is not listed above, please give us more information below	

3. What is the reason for your complaint?

Please give us more information and detail about your service complaint so that we can investigate it fully: