

Making a Complaint to a Member



**The Property Redress Scheme is a government authorised
Consumer Redress Scheme for Lettings, Property Management
and Estate Agents and other Property Professionals**

Authorised By



Department for
Communities and
Local Government

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In order for the Property Redress Scheme to consider a complaint, you must show that you have tried to resolve the matter with the Member first and have allowed a minimum of 8 weeks after making a complaint for the Member to respond.

Here is a step-by-step guide to assist you with raising your complaint with the Member:

- 1.** Contact the Member and request a copy of their Complaints Handling Procedure (CHP). At this stage you can also ask for any additional information that you may need in support of your complaint or any information that the Member may need from you to allow them to consider your complaint. Ideally, this request should be made in writing to ensure that you have a proven record of events. If the Member does not have an internal complaints procedure, write to the manager. Always keep copies of your correspondence.
- 2.** If nothing is received from the Member, send another letter by recorded delivery and follow up with a telephone call.
- 3.** If and when the requested documents are received, familiarise yourself with the Member's Complaints Procedure and timescales. Ensure that, you have all the relevant information you require to support your complaint. This may include copies of correspondence, bills or contracts.
- 4.** Set out your complaint, detailing every issue you have and back this up with evidence. Make sure that the complaint is written clearly and sent, ideally, by recorded delivery.
- 5.** If you receive a response, work with the Member to come to an amicable conclusion and attend any meetings that they request in order to settle the matter. For example, if access to your property is required to resolve one of the issues that you have raised, arrange an appointment and make sure you keep to it.
- 6.** Bear in mind it may take more than one letter to negotiate. Keep a copy of all correspondence you send. If you receive any letters from the Member, keep them along with a record of any other phone calls you make or receive, date and time and the caller's name or the person you speak to.
- 7.** If your complaint is not responded to within eight weeks from the date that you first complained to the Member, or you are unhappy with what the Member has offered to resolve the issues or the way your complaint has been handled, you can contact the Property Redress Scheme to make a complaint.
- 8.** The complaint can be raised using our complaint form. When completing the form, you must outline all reasons why you are raising the complaint, any action you have taken and evidence such as copies of communications received and sent to the Member, including any settlements offered.
- 9.** Alternatively, you can telephone the Scheme on 0333 321 9418 and we will ask for a description of the complaint and fill in the relevant form for you.

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