



# Let's try and resolve this now!

---

*Published on <date>*

## Before you escalate your complaint to the PRS

If you escalate your complaint to the Property Redress Scheme, 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)?

Not only is it a PRS requirement to demonstrate you have attempted to resolve the matter using the members internal complaints procedure before using our process, it is also an opportunity prevent delays for you.

As mentioned, 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. This timeframe is considered a reasonable amount of time to allow the Agent to try and resolve the complaint first.

However, the success of resolving disputes relies on both parties being keen to open discussions and listening to proposed resolutions.

It is important that the complainant shows willingness to consider the agents points and for the agent to handle complaints with sympathy.

## How should I raise my complaint to the agent?

First things first, 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 correspondence.

### Time to set out your complaint!

Detail every issue you have and back this up with evidence. Just like the PRS, the agent will be employing an evidence based process that relies on the complainant substantiating their concerns.

For example, if you have received a lack of communication – you will need to refer to the correspondence that have not been responded to. We would also encourage you to attach/ enclose the aforementioned correspondence, 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). The Property Redress Scheme has a template in place that helps with writing formal complaints.

If you have experienced more than one concern, it is useful to separate them. An example is to bullet point the issues.

It is unreasonable to expect a clear response if the concerns you have cannot be established.

Bear in mind it may take more than one letter to negotiate!

In many cases agents require additional information in order to clarify what the complainant has concerns about and how they can rectify the issue. For this reason, don't be alarmed if the matter has not been resolved with one response, or that you have not received a proposed resolution straight away.

---

Continue to provide clarification when asked for and maintain courteous communication with the sole aim of reaching an amicable resolution together.

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.

This is an important step because if the matter remains unresolved and you would like the PRS to help resolve the complaint, we need to see 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?

The Property Redress Scheme (PRS) is a government backed scheme which provides a mediation and resolution service for consumers. We are keen to assist, where possible, in settling disputes surrounding poor service provided by registered members of our scheme.

Our procedure embodies impartiality and our judgements only take our remit into consideration.

If a complainant is seeking remedy from any dissatisfaction's they have against a registered member of the PRS, we would encourage them to escalate the matter to us for consideration.

Supposition, assumptions and speculation is not sufficient to satisfy the Scheme that a statement is correct and although the Scheme makes their decisions on the balance of probabilities, the Complainants have to support their position with documentation.

