Complaints about our service

Our aim at the Property Redress Scheme (PRS) is to provide a first class service to all members and complainants and to do everything we can to make sure that you are satisfied.

For us to help resolve any service complaint, the complaint must be made within six months of the event occurring. We will only deal with a service complaint from a PRS member, or a complainant who has officially raised a complaint with us about a PRS member.

The timescales for dealing with a service complaint are as follows:

- You will receive a response from us within 5 working days
- If we are unable to resolve the matter within this initial 5 working days because we need more time to investigate, you will receive our response within 15 working days
- If we are satsified the matter has been resolved, then we reserve the right not to enter into anymore correspondence and the complaint will be closed

This service complaints procedure cannot be used to appeal against the following:

- A decision by the PRS to accept or decline a complaint about a member of the scheme
- A proposed decision issued by the PRS
- A final decision issued by the PRS
- A decision to accept or decline a request for review of a proposed decision issued by the PRS

Agreeing to use our resolution process to resolve a complaint means agreeing to be bound by the PRS decision.

Do you have reason to complain about our service?

If you feel that we have not acted in line with the Terms of Reference or Conditions of Complaints, or that our service has fallen below the standard you expected, please complete our service complaint form in full so that we can investigate. You can find this on our website under key documents.

Please email the form to us at complaints@theprs.co.uk or if you are unable to send the form by email, you can post it to:

Property Redress Scheme

1st Floor, Premiere House

Elstree Way

Borehamwood

Hertfordshire

WD61JH

Your feedback is important to us as it gives us the opportunity to improve the service we can offer.