

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 quality of service expected, which you would like to bring to our attention.

We have set out guidance on the types of service complaints we are able to consider, and you can find out more about the process in our 'Complaints about our service' document online [here](#).

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

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

If you are raising a new service complaint, please complete this form and email it to us at: complaints@theprs.co.uk.

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 (✓):

- The consumer
- The member
- An authorised representative of the consumer
- An authorised representative of the member

(please note that we will require written authorisation from the consumer/member to be able to deal with this 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	
We initially accepted, then closed your case and you disagree with our reasons	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 to you in our communications, either by email or phone?	
Your case is at the compliance stage and you disagree with the disciplinary steps we have taken	Have you been advised that your membership is going to be suspended or cancelled (if you are a member) and do you believe the action taken is unreasonable?	
You disagree with a decision we have made	<p>A review of a decision can only be requested in <u>certain circumstances</u> on the grounds of an error in fact, law or administration. For detailed information on what decisions can be reviewed and the timescales involved, <i>please read our Conditions of Complaints</i>.</p> <p>NOTE: If the case has moved to the compliance stage, it is final and binding, and cannot be challenged.</p>	
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?

So that we can investigate your complaint fully, please provide more information and detail about your service complaint below.