



Property Redress Scheme

2019 Annual Report

To view our full annual report please visit
<https://annualreport.theprs.co.uk/>

Summary

The foreword was written by the Chairman of the PRS Advisory Council, Lord Monroe Palmer who commented:

“As Chair of the Advisory Council, I have seen the steady progress made in this area and I am pleased to see the trend is still continuing to show the resolution times speeding up in 2020.”

“The key theme of this year’s report is early resolution and how a redress scheme can show real value in resolving complaints and disputes quickly and effectively.”

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Open Report

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