

Your Agent is a Member of the

PRRS

Property Redress Scheme



If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

Before raising a complaint, make sure you have:

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to investigate and resolve
3. Contacted the Scheme within 12 months of the incident

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

0333 321 9418
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www.theprs.co.uk
@PropertyRedress

Authorised by



Department for
Communities and
Local Government

**NATIONAL
TRADING
STANDARDS**
Estate Agency Team
Protecting Consumers
Safeguarding Businesses