



Your Agent is a Member of the Property Redress Scheme

Designed to resolve consumer complaints
made against Property Agents and other
Property Professionals.

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 respond
3. Contacted the Scheme within 6 months of the incident

Visit our website for more information
www.theprs.co.uk

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
 info@theprs.co.uk
 www.theprs.co.uk
 @PropertyRedress

Authorised by

NATIONAL
TRADING
STANDARDS
Estate Agency Team
Protecting Consumers
Safeguarding Businesses



Department for
Communities and
Local Government