PRS Property Redress Scheme

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@PropertyRedress

Sample Complaint Letter

Consumers can use this to assist them with making a complaint

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

Authorised By

NATIONAL TRADING STANDARDS
Estate Agency Team
Protecting Consumers Safeguarding Businesses

Department for Communities and Local Government

Complaint Letter - Sample

<Your Full Name >
<Address>
<Address>
<Address>
<Post Code>

[Date]

<Agent Name>
<Address>
<Address>
<Address>
<Post Code>

Formal Complaint

Reference: <Reference>
Property Address: <Property Address>

Dear <Title><Surname>

I am writing to you today to make an official complaint regarding the actions taken by <Advisors Name, if applicable>, concerning <Property Address> for the following:

[Outline all of the issues you wish to raise, including dates, times and advisors names if you have these to hand]

[I have enclosed a copy of <Document Name> in support of my complaint]

In order to rectify the issue(s) I have raised, I would like you to...

Please respond to this complaint within <Days given in their internal complaints procedure> as stated in your complaints procedure. If you do not respond to this complaint, I will have no other option then to raise a complaint through the Property Redress Scheme.

Yours sincerely

<Your name>

Property Redress Scheme
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