

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 respond
3. Contacted the Scheme within 6 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



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@PropertyRedress

Authorised by



Department for  
Communities and  
Local Government

**NATIONAL  
TRADING  
STANDARDS**

Estate Agency Team  
Protecting Consumers  
Safeguarding Businesses