

The Complaints Process

Complaint Made

Formal written complaint made to the PRS Member.

Complainant needs to wait up to 8 weeks for the Member to resolve the complaint.

If no response is received or the Complainant is still dissatisfied the Complainant may turn to the PRS.

Submit Complaint

Complainant submits complaint form online.

The PRS check that the acceptance criteria are met and if necessary asks for more details.

If accepted, the PRS will notify the Member and give the parties 10 working days to resolve the complaint between themselves.

Rebuttal

If the complaint remains unresolved, the Member receives another 10 working days to submit rebuttal evidence.

Early Resolution

A Case Assessor then has 15 working days to review the case and try to facilitate an early resolution.

Proposed Decision

If both parties cannot reach a resolution during this time, the matter will proceed to a Proposed Decision.

The Scheme will aim to provide this within 20 working days.

Response - Acceptance/Review Request

The Member and Complainant have 10 working days to accept or ask for a review of the Proposed Decision.

If the Proposed Decision is accepted by the parties, it becomes the Scheme's Final Decision.

Review/Final Decision

The Head of Redress has 20 working days to review the Proposed Decision before making the Final Decision.

On delivery of the Final Decision the Complainant will have 15 days to inform the PRS whether they accept the decision.

If the Final Decision is accepted by the Complainant then it will be binding on the Member.

Court Escalation

If the Member fails to comply, the Complainant will be able to have the decision enforced in the courts.

If the Complainant disagrees with the Final Decision they may take the Member to court to resolve the complaint.