

propertymark

COMPLAINT FORM

## RETURNING THE FORM

Please read the web page [propertymark.co.uk/complaints](http://propertymark.co.uk/complaints) before completing this form. We recommend that you make a copy of this form before sending it to us by post or by email.

Post: Regulation, Propertymark, 6 Tournament Court, Edgehill Drive, Warwick, **CV34 6LG**  
Email: [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)

## YOUR DETAILS

Full name			
Occupation			
Address 1			
Address 2			
Town			
County		Postcode	
Phone number			
Email address			

## MEMBER DETAILS

Full name			
Company name			
Address 1			
Address 2			
Town			
County		Postcode	

## COMPLAINT DETAILS

Are you a client of the Member?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Are you a:	Buyer	<input type="checkbox"/>	Seller	<input type="checkbox"/>	Landlord	<input type="checkbox"/>	Tenant	<input type="checkbox"/>	Agent	<input type="checkbox"/>	Other	<input type="checkbox"/>
If other please state												

Have you complained using the agent's internal complaints process?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, what was the outcome?				

Have you approached someone else about your complaint? e.g. TPO, Trading Standards, a solicitor, the courts or the police	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, what was the outcome?				

## YOUR COMPLAINT

Please set out your complaint below. Enclose any relevant evidence to support your case including the outcome of the agent's internal complaint's process.

**A copy of this form and any supporting evidence may be forwarded to the Member for comment.**

When did the matter occur?	

## YOUR PREFERRED RESOLUTION

Please set out how you would like the complaint resolved below.

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## DECLARATION

I believe the facts stated in this Complaint Form are true. I understand that a copy of this Complaint Form and any other correspondence may be passed by Propertymark, at their sole discretion, to any other regulatory or statutory enforcement body.

<b>Print name</b>			
<b>Signature</b>		<b>Date</b>	

If you are acting on behalf of the complainant, please enclose a letter of authorisation.