

Property Services Regulatory Authority

PSRA/COM1-18A

Complaint Form

This form may be used to make a complaint about a licensed Property Services Provider (Auctioneer/Estate Agent/Letting Agent or Management Agent).

Any information supplied by a complainant, either in making or supporting a complaint, is supplied to the Property Services Provider who is the subject of the complaint.

The Property Services Regulatory Authority will treat all information and personal data that you provide as confidential to the relevant parties involved, in accordance with the EU General Data Protection Regulation and the Data Protection Act, 2018.

All information provided to the Property Services Regulatory Authority will only be shared with other approved organisations in accordance with the Property Services (Regulation) Act 2011.

The full text of the PSRA's Data Protection Policy can be found on our website at <http://www.psr.ie>

PART A - Complainant Details

A1	Title:	
A2	First Name:	
	Surname:	

PART B - Property Services Provider (PSP) Details

B1	Title:	
B2	First Name:	
	Surname:	
B3	Business Name:	
B4	PSP'S Address:	
B5	Telephone No.	
B6	Mobile phone No.	
B7	Fax No.	
B8	E-mail Address:	
B9	Website	

PART C - Legal Proceedings

C1	Is there, or has there been, legal proceedings with regard to the issues raised in this complaint?
	YES <input type="checkbox"/> NO <input type="checkbox"/>
	If "Yes" give details including any Court Case Reference Numbers

PART D - COMPLAINT DETAILS

D1

You should supply details of the complaint here.
If you do not have sufficient space, please attach as many pages as necessary.

D2

Please specify your relationship with the Property Services Provider.

PART E - Supporting Documentation

E1

If you are attaching any supporting documents, please list them below. Supporting documents could be letters, emails, brochures or advertisements. Please do not supply original documents at this stage.

PART F - Awareness of Property Services Regulatory Authority

F1 How did you become aware of the Property Services Regulatory Authority and the process for making a complaint?

PART G - DECLARATION (Must be completed by the Complainant)

In order for a complaint to be processed, any information supplied by a complainant, either in making or supporting a complaint, is supplied to the Property Services Provider who is the subject of the complaint.

Please tick box to indicate you understand

I declare that the information given in this complaint is true and complete in every respect.

Name: _____
(BLOCK CAPITALS)

Signature: _____ Date: _____

G1 Address: _____

G2 Telephone No. _____

G3 Mobile phone No. _____

G4 E-mail Address: _____

NOTE

For information on the complaints investigation process please see Parts 7 and 8 of the Property Services (Regulation) Act 2011.

Completed complaint forms should be sent to Property Services Regulatory Authority

Abbey Buildings, Abbey Road, Navan, Co Meath, C15 K7PY

PSRA Complaint Form (PSRA/COM1-12A) Privacy Notice

1. The data you provide in this form is collected by the Property Services Regulatory Authority (PSRA). The Data Controller for the information you provide is the Property Services Regulatory Authority and can be contacted at;

Property Services Regulatory Authority
Abbey Buildings
Abbey Road
Navan
Co. Meath.

2. We shall use the personal data you provide in this form for the purpose of investigating the complaint made and any other functions as set out under the Property Services (Regulation) Act 2011 and its prescribed Regulations.

3. Our legal basis for collecting and processing this data is under the Property Services (Regulation) Act 2011 and its prescribed Regulations.

4. The personal data provided here will be stored securely on Dept. of Justice & Equality IT servers. It may be shared, where appropriate, with other approved organisations including; government departments, other state agencies, legal and financial advisors.
(On an ongoing basis, the PSRA puts in place appropriate contracts / memoranda of understanding / bilateral agreements with third parties with which personal data is shared.)

5. This data will be stored in accordance with specified PSRA retention schedules.

6. You can request a copy of the personal data that we hold on you. You can do this by completing a Subject Access Request form (available on the PSRA website at http://psr.ie/en/PSRA/Pages/Data_Protection) and forwarding it to info@psr.ie or by post to the PSRA Data Protection Officer at the address below. You will be required to verify your identity before the data can be forwarded to you.

7. You have the right to rectify any inaccuracies in your data. To do this you should write to the PSRA documenting the inaccuracies which need to be rectified.

8. You have the right, where appropriate, to obtain erasure of your data and/or a restriction on processing of your data as well as the right to object to the processing of your data. In addition you have the right to lodge a complaint with the Data Protection Commission.

9. Further details in relation to your data protection rights can be found in the Property Services Regulatory Authority Data Protection Policy available on the PSRA website at http://psr.ie/en/PSRA/Pages/Data_Protection

You can contact the Data Protection Officer for the PSRA with any queries in relation to this form or any other data protection issues:

Data Protection Officer
Property Services Regulatory Authority
Abbey Buildings
Abbey Road
Navan
Co. Meath.

Phone: 046-9033800
Email: info@psr.ie