

# 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, may be 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:  (Mr, Ms, etc.)  
A2 First Name:   
Surname:

### PART B - Property Services Provider (PSP) Details

B1 Title:  (Mr, Ms, etc.)  
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

NO

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 - DECLARATION**  
**(Must be completed by the Complainant)**

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

Name: \_\_\_\_\_  
(BLOCK CAPITALS)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

F1 Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

F2 Telephone No. \_\_\_\_\_

F3 Mobile phone No. \_\_\_\_\_

F4 E-mail Address: \_\_\_\_\_

**NOTE**

For information on the complains 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