

# Property Services Regulatory Authority

## 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>.

### Compensation Fund:

Please note that if you have sustained a financial loss as the result of dishonesty by a licensed Property Services Provider, it is open to you to make a claim on the "Property Services Compensation Fund". A Compensation Fund Claim must be submitted to the PSRA within 12 months of becoming aware of the financial loss, following which the Authority will adjudicate on your application. Further details on the Compensation Fund is available on the PSRA's website: [http://psr.ie/en/psra/pages/compensation\\_fund](http://psr.ie/en/psra/pages/compensation_fund)

## PART A - Complainant Details

A1 Title:

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.

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? If yes, what is the status/outcome of the case?

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 - 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 - Protective Disclosures

G1 The Protected Disclosures Act 2014 as amended by the Protected Disclosures (Amendment) Act 2022 is legislation enacted to provide protection to workers who wish to raise a concern relating to potential wrongdoing in the workplace. The Property Services Regulatory Authority (PSRA) is a prescribed person under Section 7 of the Protected Disclosures Act and Statutory Instrument 367 of 2020, which means that workers may make a workplace protected disclosures to the PSRA on matters relating to the licensing, control and regulation of, and the investigation of complaints against, property services providers. Further details on Protected Disclosures is available on the PSRA's website: <https://www.psr.ie/protected-disclosures>.

Please confirm if you are using this form to submit a workplace related protective disclosure

Yes

No

## PART H - 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 note that if you have sustained a financial loss as the result of dishonesty by a licensed Property Services Provider, a claim on the Compensation Fund must be submitted to the PSRA within 12 months of becoming aware of the financial loss.

Please tick box to indicate you understand both of the above statements

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 complaints can be sent via email to [info@psr.ie](mailto:info@psr.ie). Alternatively, you can post your complaint to the 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 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](http://psr.ie/en/PSRA/Pages/Data_Protection)) and forwarding it to [info@psr.ie](mailto: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](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](mailto:info@psr.ie)