

Complaint Form



Member Name:

Membership (IPI/CAE) number:

**Contact details:
(email/phone)**

Date:

We are sorry that your experience with us has led you to raise a complaint. Please give us as many details as possible so that we can reach a resolution with you as soon as possible.

Reason for complaint

Please tick the area your complaint relates to:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | PRS has not complied with its stated service standards |
| <input type="checkbox"/> | PRS has not applied its stated policy |
| <input type="checkbox"/> | PRS has not followed the Code of Practice and/or Complaints Procedure |
| <input type="checkbox"/> | PRS has not followed due process in setting a policy which affects your rights administration |
| <input type="checkbox"/> | PRS has not complied with a provision of your membership agreement |
| <input type="checkbox"/> | Other* |

Description of complaint

Please give us as many details as possible relating to your complaint (e.g. dates, particular policies, service request reference numbers etc). Please continue overleaf if necessary and include any supporting documentation with your form when sending it in.

Please send all other supporting documentation in with your form once you have signed below to:

PRS for Music Complaints, Member Support, First Floor, 2 Hay's Lane, London SE1 2HB

Member signature: _____

Please note that if you are not the direct member indicated above, please ensure you are authorised to act on their behalf before sending in.

* We cannot formally accept complaints through this route if they do not fall into the five categories above. However, do please inform us of any area of dissatisfaction and we will investigate.