

What action might a consumer take?

- 6.9 In addition to the points above, a consumer may take their specific complaint against you to an approved redress scheme.⁵² If the complaint is upheld, you may be required to apologise to the complainant and/or pay compensation of up to £25,000. A serious breach of legislation and/or a recognised standard (for example a code of practice) could also lead to your dismissal from the approved redress scheme. As it is a legal requirement for you to belong to such a scheme, you would no longer be able to trade as an estate agent. See Annexe B for more information on redress schemes.
- 6.10 Consumers may also have private rights of legal redress which they can enforce through the civil courts. Any action by a consumer does not prevent a consumer enforcement body from taking its own enforcement action.
- 6.11 Negative consumer feedback can of course also lead to reputational issues and loss of business.

⁵² If you are a solicitor providing estate agency services **and** you are exempt from the duty to join an approved redress scheme, the consumer may complain instead to a legal ombudsman, which will have its own disciplinary procedures and sanctions that it may impose on you.