

Service Complaint Form

This form must be used if you are dissatisfied with the service you have received from the Scheme or you have any concern about our process. Please complete our mydeposits Adjudication Complaint Form if you believe the Adjudicator erred in fact or erred in law when considering your evidence.

Our aim is to provide an excellent service to all our members. If you feel the level of service we provided did not meet your expectations and you would like to bring this to our attention, please complete this form giving as much details as possible.

Before completing your Complaint Form, please refer to the guides available on our website.

If your complaint relates to our general process, please refer to our Scheme Rules available [here](#) before completing this form. If your complaint relates to our dispute process, please refer to our Conditions of Deposit Disputes which can be accessed [here](#).

If your complaint relates to an Adjudication Decision you are unhappy with, and having read the guides, you still feel the Adjudicator made an error in fact or an error in law or that there has been an administrative error in our process, please complete the separate mydeposits Adjudication Complaint Form. Upon receipt of your complaint, we will send you an acknowledgement of receipt and review all the information available to us before responding to your complaint.

Please note that our Complaint Form has been designed to allow you to set out your complaint clearly. Using this Form will enable us to address all the points raised in your complaint promptly.

Section 1

Details

Please tick (✓) as appropriate

Name

Correspondence Address

 Postcode

Telephone/Mobile

Email

I am complaining as a/or on behalf of the:

Tenant Landlord Authorised representative of Tenant

Authorised representative of Member

(please note that we will require written authorisation from this party to be able to deal with your complaint)

Please tick (✓) as appropriate

Service:

- Member of staff acting unprofessionally
- Lack of communication from the Scheme
- Wrong information provided
- Evidence sent not uploaded for the Adjudicator
- Delay in receiving the Adjudicator's Award
- Delay in receiving the monies as per the Court Order
- Amount received different to Adjudicator's award/Court Order or settlement
- ADR Process not completed within 90 days
- Other

Please clarify any other reason for your complaint:

Process:

- Protection or Unprotection of deposits
- Cancellation of Member's membership
- Dispute Case Handler did not advise what documents are needed
- Authorisation of Third Parties
- Disputing Lodging the Disputed Amount
- Scheme Time Frames
- Case Proceeding to Adjudication as a Default case

Scheme Eligibility:

- Scheme not accepting the Dispute
- Scheme accepting Tenant's Dispute after 3 months of vacating the rented property

Section 2

Nature of your Complaint *continued*

Please tick (✓) as appropriate

Other:

Landlord's Complaint about Member of the Scheme

Other

Please specify any other reason for your complaint:

Section 3

Scheme's Reference

Deposit Protection Certificate Number (DPC):

Membership Number

Dispute Reference Number (URN):

Rented Property Address including full postcode:

Postcode

Landlord's Name:

Agent's Full Name:

Tenant's Full Name:

Section 4

Have you already raised an issue with us?

Please tick (✓) as appropriate YES NO

Please provide the following information and copies of any written notification to the Scheme if possible.

Dates the Scheme was contacted:

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Method of contact:

Phone Email Letter

Name of person dealing with your case (if known):

Any outcome:

Section 5

The Complaint

Please set out the details of your complaint on the following page. Please attach any evidence to support your claim. You may continue on a separate page. Please ensure any additional pages you include are attached to your complaint. You may wish to make a note in the box below if you are sending additional information.

Details of the Complaint:

