

Adjudication complaint form

All our adjudication decisions are made by impartial, qualified and experienced adjudicators. The decision about the distribution of the disputed amount held by the Scheme is made after consideration of all evidence submitted by the parties and is based on facts and the law.

Where both parties to the dispute agree to have their dispute resolved through the Scheme's Alternative Dispute Resolution service, the Adjudicator's decision becomes final and binding upon both parties. However, if you have reasons to believe there has been an error in fact, or an error in law, or an administrative error in our process, we would like to hear from you. Please note that we are unable to consider your complaint just because you disagree with the decision made.

Upon receipt of your complaint, we will send you an acknowledgment of receipt and review all the information available to us before deciding whether we are able to uphold your complaint.

Before completing your Complaint Form, please refer to our Scheme Rules and other guides available on our website which will further your understanding of our adjudication process. Our Conditions of Deposit Disputes can be accessed here.

If you still feel there has been an error on the Adjudicator's part or an administrative error by the Scheme, please complete the remaining sections of this Form to set out your complaint clearly. Upon receipt of your completed Adjudication Complaint Form, we will send you a full response within 20 working days.

Please note that our Complaint Form has been designed to allow you to set out clearly why you are unhappy with the Adjudicator's decision and provides you with the opportunity to refer to specific paragraphs within the Decision. Using this Form will enable us to address all the points raised in your complaint promptly.

Section one

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)

Section two

Scheme's reference

Dispute reference number (URN):

Deposit protection certificate number (DPC):

Section three

Have you already raised an issue with us?

Yes No

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

Dates the scheme was contacted:

Method of contact:

Phone Email Letter

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

Section four

Nature of your Complaint

Adjudication Decision:

Wrong amount in dispute

Adjudicator did not consider the amount already retained by the Landlord/Agent

Adjudicator's calculation is wrong

Evidence sent by email or post not uploaded for the Adjudicator

Adjudicator referred to claims not part of this dispute

Adjudicator said evidence was not submitted

Others

Please clarify any other reason for your complaint:

Section six

Declaration

To the best of my knowledge and belief, I confirm that the information I have provided in connection with this complaint is true and I have not withheld any material facts. I understand that non-disclosure or mis-representation of a material fact may entitle the scheme to disregard my complaint

Full name:

Signed:

Date:

This form and any attachment should be sent to us by email at complaints@mydeposits.co.uk alternatively, you can send your completed complaint form via post to the following address:

mydeposits
Lumiere House
Suit 1-3, 1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Our complaints procedure can be found online at mydeposits.co.uk/complaints

Authorised by



Ministry of Housing,
Communities &
Local Government

mydeposits

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