

## Service complaint form

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 detail as possible.

Before completing your complaint form, please refer to the guides available on our website. We have a separate complaint form if your complaint relates to an adjudication where you believe there has been an error in fact, law or an administrative error [here](#).

If your complaint relates to our general process, please refer to our scheme rules available [here for Insured](#), and [here for Custodial](#) before completing this form. If your complaint relates to our dispute process, please refer to our conditions of disputes [here for Insured](#), and [here for Custodial](#).

Once we have received your complaint, we will send you confirmation, before reviewing all the information and 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 one

#### Details

*Please tick as appropriate*

Name

Correspondence address

Postcode

Telephone/ mobile

Email

I am complaining 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

### Nature of your complaint

Please tick as appropriate

Service:

- Member of staff acting unprofessionally
- Our lack of communication
- Wrong information provided
- Evidence sent not uploaded for the adjudicator
- Delay in receiving the adjudicator's award
- Delay in receiving the money in line with the court order
- Amount received different to adjudicators's award/court order or settlement
- ADR process not completed within 90 days
- Other (please explain)

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
- Our time frames
- Case proceeding to adjudication as a default case

Please tick as appropriate

Scheme eligibility:

Us not accepting the dispute

Us accepting tenant's dispute after 3 months of leaving the rented property

Other:

Landlord's complaint about our member

Other

Please clarify any other reason for your complaint:

## Section three

### Scheme's reference

Deposit protection certificate number (DPC):

Membership number:

Dispute reference number (DRN):

Rented property address including full postcode:

Postcode

Landlord's full name:

Agent's full name:

Tenant's full name:

## Section four

### 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 you contacted us:

How did you contact us?

Phone  Email  Letter

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

Any outcome

## Section five

### The complaint

Please set out the details of your complaint on the following page and attach any supporting evidence. You may continue on a separate page.

Please make sure 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:

Are you attaching any additional pages to this section? Yes  No

If yes, please state the number of pages you are attaching to this form:

Please list and attach relevant evidence to support your complaint e.g. tenancy agreement, correspondence, deposit protection certificate, inventory/check-out etc.

## 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](mailto:complaints@mydeposits.co.uk) alternatively, you can send your completed complaint form via post to the following address:

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

Our complaints procedure can be found online at [mydeposits.co.uk/complaints](https://mydeposits.co.uk/complaints)

Authorised by



Ministry of Housing,  
Communities &  
Local Government

mydeposits

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