mydeposits

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 <u>here</u> before completing this form. If your complaint relates to our dispute process, please refer to our conditions of disputes <u>here</u>.

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	Authorized representative of tapant			
		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

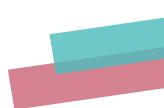
Dispute case handler did not advise what documents are needed

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:
renant's ruirname:

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	n? Yes No			
If yes, please state the number of pages you are atta	ching to this form:			
Please list and attach relevant evidence to support y protection certificate, inventory/check-out etc.	our complaint e.g. tenancy agreement, correspondence, deposi			
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 h	y email at <u>complaints@mydeposits.co.uk</u> alternatively, you can			
send your completed complaint form via post to the following address:				
mydeposits Lumiere House Suite 1-3, 1st Floor				
Elstree Way				

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

Authorised by



