

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 acknowledgement 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 1

Details

Please tick (✓) as appropriate

Name

Correspondence Address

 Postcode

Telephone/Mobile

Email

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

Tenant Member 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 2

Scheme's Reference

Dispute Reference Number (URN):

Deposit Protection Certificate Number (DPC):

Section 3

Have you already raised an issue with us?

Please tick (✓) as appropriate YES NO

Dates the Scheme was contacted:

Method of contact:

Phone Email Letter

Name of person dealing with your case:

Section 4

Nature of your Complaint

Please tick (✓) as appropriate

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 5

The Complaint

- Please set out the details of your complaint below, using a new box for each specific deduction/head of claim your complaint relates to (please see our example below).
- 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.
- Please note that additional evidence cannot be considered at this time.

Example:

Deduction/Head of Claim complaint relates to	<i>£100 for carpet cleaning</i>	
Paragraphs of Decision relevant to complaint	<i>10, 11 and 12</i>	
Awards made by Adjudicator	Landlord/Agent: <i>£0</i>	Tenant: <i>£100</i>
<p>Detail of complaint <i>(please include the specific reasons why you feel an error was made in the Decision and refer to specific pieces of evidence to support your complaint)</i></p> <p><i>The adjudicator made no award to me for carpet cleaning; however, I provided independent check-in and check-out reports and an invoice for carpet cleaning which support my claim.</i></p> <p><i>The carpets were professionally clean at the start of the tenancy but were not clean at all when the Tenant left. Please can I request this part of the decision is reconsidered.</i></p>		

Deduction/Head of Claim complaint relates to		
Paragraphs of Decision relevant to complaint		
Awards made by Adjudicator	Landlord/Agent:	Tenant:
<p>Detail of complaint <i>(please include the specific reasons why you feel an error was made in the Decision and refer to specific pieces of evidence to support your complaint)</i></p>		

Deduction/Head of Claim complaint relates to		
Paragraphs of Decision relevant to complaint		
Awards made by Adjudicator	Landlord/Agent:	Tenant:
<p>Detail of complaint <i>(please include the specific reasons why you feel an error was made in the Decision and refer to specific pieces of evidence to support your complaint)</i></p>		

Deduction/Head of Claim complaint relates to		
Paragraphs of Decision relevant to complaint		
Awards made by Adjudicator	Landlord/Agent:	Tenant:
<p>Detail of complaint <i>(please include the specific reasons why you feel an error was made in the Decision and refer to specific pieces of evidence to support your complaint)</i></p>		

Deduction/Head of Claim complaint relates to		
Paragraphs of Decision relevant to complaint		
Awards made by Adjudicator	Landlord/Agent:	Tenant:
<p>Detail of complaint <i>(please include the specific reasons why you feel an error was made in the Decision and refer to specific pieces of evidence to support your complaint)</i></p>		

Deduction/Head of Claim complaint relates to		
Paragraphs of Decision relevant to complaint		
Awards made by Adjudicator	Landlord/Agent:	Tenant:
<p>Detail of complaint <i>(please include the specific reasons why you feel an error was made in the Decision and refer to specific pieces of evidence to support your complaint)</i></p>		

Are you attaching any additional pages to this section? YES NO

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

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

Grid for entering full name

Signed:

Signature box

Date:

Date input fields (DDMMYYYY)

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
Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Our complaints Procedure can be found online at <http://www.mydeposits.co.uk/complaints>

Authorised by

