



## my|deposits Northern Ireland Service Complaint Form

*This form must be used if you wish to raise any concern regarding our process or the service you have received from my|deposits Northern Ireland.*

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 documents and guides available on our website at:

<http://mydepositsni.co.uk/insurance/landlords/resource-centre> if you are a landlord or an agent for our Insurance Scheme or:

<http://mydepositsni.co.uk/custodial/landlords/resource-centre> if you are a landlord or an agent for our Custodial Scheme or;

<http://mydepositsni.co.uk/insurance/tenants/resource-centre> if you are a tenant for our Insurance Scheme or

<http://mydepositsni.co.uk/custodial/tenants/resource-centre> if you are a tenant for our Custodial Scheme.

If your complaint relates to our dispute or other processes, please refer to our Conditions for Deposit Disputes and Scheme Rules found on our website which can be accessed [here](#) and [here](#) for our Custodial Scheme and [here](#) and [here](#) for our Insurance Scheme.

If your complaint relates to an Adjudication Decision, please read our notification email attaching the Decision which sets out the process for requesting a Review of the Adjudicator's Decision.

***After reading our guides, if you still remain dissatisfied with the service you have received or you would like clarification about our process, please complete the remaining sections of this form to set out your complaint.***

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



## 1. Your contact details

Please tick (✓) as appropriate

<b>Name:</b>	
<b>Correspondence Address:</b>	
<b>E-mail:</b>	
<b>Telephone/Mobile:</b>	
I am complaining as a/or on behalf of the: (please note that we will require written authorisation from this party to be able to deal with your complaint)	Tenant <input type="checkbox"/> User <input type="checkbox"/> Authorised representative of Tenant <input type="checkbox"/> Authorised representative of User <input type="checkbox"/>

## 2. Nature of your complaint

Please tick (✓) as appropriate

<b>Service:</b>	Member of staff acting unprofessionally <input type="checkbox"/> Lack of communication from the Scheme <input type="checkbox"/> Wrong information provided <input type="checkbox"/> Deposit paid wrongly or not allocated <input type="checkbox"/> Deposit released to the other party <input type="checkbox"/> Evidence sent by email or post uploaded for the Adjudicator <input type="checkbox"/> Delay in receiving the Adjudicator's Award/or the amounts agreed to be released to the parties <input type="checkbox"/> Amount received different to Adjudicator's award/ or Release Forms <input type="checkbox"/> Details on Scheme records not changed as requested <input type="checkbox"/> IT issues <input type="checkbox"/> Other <input type="checkbox"/> Please specify: _____ _____
<b>Process:</b>	Scheme allows User to put the rented Property address as the Tenant's address. Tenant did not receive our notification <input type="checkbox"/> Did not agree with release and wanted to raise a dispute for return of deposit but monies released <input type="checkbox"/> Deposit was protected after 14 working days <input type="checkbox"/> Release Process <input type="checkbox"/> Did not receive the Deposit Protection Certificate <input type="checkbox"/> Did not receive Release Codes <input type="checkbox"/> Authorisation of Third Parties <input type="checkbox"/> Scheme Time frames <input type="checkbox"/> Tenant allowed to raise a dispute after monies released to User <input type="checkbox"/> Did not receive reminder after 15 days of notification of Release <input type="checkbox"/> Acceptance of Application for Review of the Adjudicator's Decision <input type="checkbox"/>

<b>Scheme Eligibility:</b>	Scheme not accepting the Dispute as notified after the 30 Working Days allowed <input type="checkbox"/>
<b>Other:</b>	Landlord's Complaint about User of the Scheme <input type="checkbox"/> Other <input type="checkbox"/> Please specify <hr/> <hr/> <hr/>

### 3. Scheme's reference

<b>Deposit Protection Certificate Number:</b>	DPC
<b>Membership Number:</b>	
<b>Dispute Reference Number:</b>	URN
<b>Rented Property Address including full Post Code:</b>	
<b>Landlord's Name:</b>	
<b>Agent's Full Name:</b>	
<b>Tenant's Full Name:</b>	

### 4. Have you already raised this issue with us?

Yes  No

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

<b>Dates the Scheme was contacted:</b>	
<b>Method:</b>	Phone <input type="checkbox"/> Email <input type="checkbox"/> Letter <input type="checkbox"/>
<b>Name of person dealing with your case (if known):</b>	
<b>Any outcome:</b>	

## 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:**

Are you attaching any additional pages to this section?

Yes  No  If yes, please state the number of pages you are attaching:

Please list and attach relevant evidence to support your complaint e.g. Tenancy Agreement, correspondence, Deposit Protection Certificate, Inventory/Check-Out etc.):

## 6. 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 misrepresentation of a material fact may entitle the Scheme to disregard my complaint.

**Full Name:**

**Signed:**

**Dated:**

This Form and any attachment should be sent to us by email to [complaints.custodial@mydepositsni.co.uk](mailto:complaints.custodial@mydepositsni.co.uk) if you are registered with our Custodial Scheme or [complaints.insurance@mydepositsni.co.uk](mailto:complaints.insurance@mydepositsni.co.uk) if you are registered with our Insurance Scheme. Alternatively, you can send your completed Complaint Form via post to the following address:

**my|deposits Northern Ireland**

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Elstree Way  
Borehamwood  
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