



my|deposits Northern Ireland Adjudication Complaint

Our Complaints Procedure as set out in our Terms and Conditions cannot be used to appeal against an Adjudication Decision. There is a separate and dedicated process for requesting a review of an Adjudicator's Decision where you believe there has been an error in fact, an error in law or an administrative error.

Our notification email attaching the Decision has all the information you require to enable you to request a Review of the Adjudicator's Decision. Please read the section headed "Review of Adjudication" of our Condition of Deposit Disputes available [here](#) for our Custodial Scheme or [here](#) for our Insurance Scheme. If you require further information, please contact your Case Handler directly.

Please note that both parties have 10 working days from the date of notification of the Adjudicator's Decision to request a Review from the Scheme. We are unable to accept your request for a Review after this deadline.

Once we have assessed your case, we will accept or decline your request and write to advise you of our findings. If we decline your request, we will give you our reasoning. Where a request is declined by the Scheme, the requesting party may not make a further request for a Review of the Adjudicator's Decision.

After this time, we will not enter into further correspondence on the Adjudicator's findings.

Should you remain dissatisfied with the Adjudicator's Decision and our response to your request for a Review of the Adjudicator's Decision, you are able to refer the case to the Court.

Please note that our Adjudication Review Request Form has been designed to allow you to set out clearly why you believe the Adjudicator erred in fact or law 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 Adjudication Review Request Form promptly.