



# **TDS Northern Ireland complaints procedure**

Tel: 0300 037 3700

Fax: 01442 253 193

Email: [info@TDSNorthernIreland.com](mailto:info@TDSNorthernIreland.com)

[www.TDSNorthernIreland.com](http://www.TDSNorthernIreland.com)

TDS Northern Ireland, PO Box 2105, Belfast, BT1 9RD

## **Introduction**

TDS Northern Ireland is committed to providing an excellent service for providing an excellent service for protecting deposits and dealing with disputes for tenants, landlords and agents.

We hope you are satisfied with the service we provide. However, as in any organisation, things can go wrong.

We want to know about concerns you may have about the way we handled matters. We take all complaints seriously and deal with them promptly, fairly and diligently. We try to learn any lessons arising from them which will help to improve our service.

## **Can I complain about TDS Northern Ireland?**

**YES**, if you want to complain about:

- the service you received;
- unreasonable delays in the service;
- a refusal of your application to join the insurance-based scheme;
- your expulsion from the insurance-based scheme;
- rudeness or failing to keep people properly informed.

**NO**, if you want to challenge the outcome of an adjudication decision.

TDS Northern Ireland will not deal with complaints made about adjudication decisions where these are to do with errors of law and/or fact. These should be dealt with by raising a request for the Review of the Adjudication Decision within the appropriate timescale.

**Stage 1**

If you are unhappy with the service we have provided, please write to or email TDS Northern Ireland's Managing Director, setting out your reasons.

Your complaint will be acknowledged within 5 working days

The Managing Director will first look at the nature of your complaint. If he considers that you want to appeal against an adjudication decision, he will reject your complaint.

If he considers that you are complaining about the service you received, he will investigate how the case was handled. You will be given a detailed response within 28 days of the receipt of your complaint.

**Stage 2**

If you are not happy with the response you received at Stage 1, then please write to TDS Northern Ireland's Independent Complaint Reviewer, who is appointed by the TDS Northern Ireland Board.

Your complaint will be acknowledged within five working days, but must be received no later than 14 days of the date on your Stage 1 response letter.

The Independent Complaints Reviewer will consider your complaint, but only take it further if you can provide new information or fresh reasons to show that the response given to you as a result of the investigation at Stage 1 is wrong. It is not enough to state that you are unhappy with the initial response or simply to restate the arguments you previously put forward.

If the Independent Complaints Reviewer is satisfied with the above, then a full review will be conducted. You will be given a final response within 14 days of the receipt of your complaint at Stage 2.

There will be no further appeal.