



# Complaining about the way TDS handled your membership



## Introduction

The Tenancy Deposit Scheme (TDS) is committed to providing an excellent service for protecting tenancy deposits and ensuring they are paid out promptly when a dispute is referred to us. We hope you are satisfied with the service we provide. However, as in any organisation, things can go wrong.

Please tell us of any concerns about the way we have handled matters. We take all complaints seriously and deal with them promptly, fairly and fully. We try to learn any lessons that will help to improve our service.

## Can I complain against TDS?

YES, if you want to complain about:

- the service received;
- a refusal of your application to join the insurance-based scheme;
- being expelled as a landlord or agent from the insurance-based scheme;
- your subscription invoice being miscalculated.

NO, if you want us to change the payout of a deposit made after a dispute has been resolved. Please read the procedure for [Complaining about the way TDS handled your dispute](#), which is available on our website and sets out how you can make complaints about disputes.

## How do I complain?

If you think we have handled your business badly, please follow this formal procedure. It is in two stages. If you are not satisfied at the first stage, you can take your complaint to the next.

## Stage 1

If you are unhappy with the way we have handled any aspect of your membership of TDS, please write to or email the Head of Member Relations ([member.relations@tds.gb.com](mailto:member.relations@tds.gb.com)) setting out your reasons. Please quote in your letter the membership number you were given when you registered with the scheme. We will write within five working days to tell you we have received your complaint.

The Head of Member Relations will first look at the nature of your complaint to check we can deal with it. If you are appealing against the payout of a deposit made after a dispute has been resolved, we will not be able to consider your complaint under this procedure.

However, if you are complaining about administrative errors or failures, the Head of Member Relations will investigate how the case was handled. We will send you a detailed response within 28 days of receiving your complaint.

## Stage 2

If you are not happy with the response you have received at stage 1, please write to the Chief Executive and explain why.

The Chief Executive or a senior manager will write to you within five working days to tell you we have received your letter.

The Chief Executive will consider your complaint. He will take it further only if you can provide new information, or fresh reasons to show that the response given to you at stage 1 was wrong. It is not enough to state you are unhappy with the initial response or simply to restate the arguments you previously put forward.

At stage 2, the Chief Executive will look at all the papers and review the decisions taken at the previous stage. We will send you a final response within 28 days of receiving your complaint at stage 2.

No further appeal or complaint review is possible.

## When should I complain?

You should make your complaint under stage 1 as soon as possible after the event you wish to complain about, and certainly within 28 days.

If you wish to go on to stage 2, you should write to the Chief Executive as soon as possible and certainly within 14 days of receiving our stage 1 response. After these time limits it will be too late, and your complaint will be rejected.

## What will happen if my complaint is upheld?

If the Head of Member Relations or Chief Executive decides we should uphold your complaint, they will recommend appropriate action to put matters right, and we will review our procedures to ensure it does not happen again.

## Contact details

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