Consumer Arbitration complaint form

Once we have collated information and evidence from yourself and the company you are complaining about (the company) ("Complete Case File") one of our arbitrators will review the Complete Case File and reach a decision on whether to uphold (and therefore award you a remedy) or dismiss your complaint.

When reaching his or her decision, the arbitrator will take account of:

i) The information and evidence provided by both parties;
ii) Relevant laws and regulations; and
iii) What is fair and reasonable in the circumstances

It is therefore important that you complete all sections of the form and that you are careful to provide relevant, accurate and thorough information in relation to your complaint. It is also important that you provide us with any evidence that you have substantiate your claim.

Please enclose a cheque for the appropriate fee payable to Consumer Dispute Resolution Ltd, of either £10 (if the value of your complaint is less than £750) or £25 for claim values in excess of this. Please note that we cannot accept and process your complaint until this payment has been received in full.
If you are successful with your claim, you will receive this money back from the company.

Finally, your complaint will processed in accordance with our scheme rules – which can be found on our website

In order to complete this complaint form you will need the following information to hand:

DECLARATION
You are required to agree to our terms stated on the declaration page.

ELIGIBILITY
This will confirm if your complaint is eligible to be processed at this time by asking you questions and for information about dates of the complaint.

ABOUT YOU
Your full contact information.

COMPANY DETAILS
Full contact information of the company including name, phone and email details of the company contact with whom you have been corresponding about your complaint.

ABOUT YOUR COMPLAINT

- Full details of the purchase or service
- Full details of the complaint
- Accurate dates of any purchase of goods/services etc

You will be asked to state your desired outcome.

EVIDENCE & SUPPORTING FILES

- Images of any receipts
- Any images to support your complaint
- Any email exchanges with the company(saved into a MS word document or a text file)
- Scans or images of any physical letters

To proceed with your complaint please follow the steps below and provide all of the information requested.

Your declaration

Please read and sign this declaration:

- I would like Consumer Arbitration to file my claim and understand and agree to the following.
- Consumer Arbitration will need to share all information and evidence I provide, which may include my personal information (including sensitive or personal information) with the company.
- I will desist from writing any comments on-line, including social media, forums, review sites etc regarding my complaint and the company throughout the duration of the complaint process with Consumer Arbitration.
- All information and evidence I provide will be true and accurate
- The arbitrators decision (known as an award) will be binding on both myself and the company

Signature

Date

Eligibility

Before proceeding further we need to double check that you are eligible to bring your complaint to Consumer Arbitration at this time.

Have you complained direct to the company in writing/email?

❑ Yes ❑ No

Did the company reject your complaint:

❑ Yes ❑ No

Did you reject their final response?

❑ Yes ❑ No

Has the company responded to you within in 8 weeks

❑ Yes ❑ No

Has the company provided a final response?

❑ Yes ❑ No

What date did you complain to the company?

Company's final response

Please add the final response that you received from the company here, it is imperative that you use the exact wording that the company has provided to you, if you have an official letter, please attach a copy.

Your Details

Title:			
First name :		Last name :	
Address :		Address :	
Town/City :		County :	
Postcode :			
Phone:		Mobile :	
Email :			

Representation

If you have a legal representative acting for you, please give their details below.

Full name:			
Organisation:			
Street Address:			
Town:		County:	
Postcode:		Tel:	
E-mail address:			

To be signed by the applicant

I hereby give my authority for the above named person to represent me:

Signature:	
Print name:	
Date:	

Company details

We now need to know who the Company is that you are complaining about and details of your complaint.

Please give the contact details of the head office or shop contact to whom your complaint has been officially made.

Company name :

Branch name of company :

Company contact name :

Company contact phone :

Address :

Address :

Town/City :

County :

PostCode :

Email:

Your complaint details

Where was your purchase made :

High Street ❑ Online Shop ❑ Website address:

Complaint incident or reference number (if provided by the company) :

Please select the type of purchase

Goods ❑ Services ❑ Product /Service name

Date of purchase : day / month / year

/ /

Time of transaction : hour / min

/

An exact time of a transaction could speed up the claim process greatly, please check your receipt.

Method of payment

cash ❑ credit card ❑ debit card ❑ PayPal ❑

other ❑

What is the amount you are claiming?

Description and history of your claim : please continue on a seperate sheet if required.

What is the type of your complaint

Please choose from the categories below and answer any relevant questions within that category

- Delivery
- Pricing issues
- Product issues
- Issues with service
- Returns
- Other

Delivery ■ ✔

My goods have not arrived ❑ Yes ❑ No

If yes, please tell us what the retailer promised in relation to delivery

Do you still want the goods ❑ Yes ❑ No

My goods arrived late ❑ Yes ❑ No

If yes, please tell us what the retailer promised in relation to delivery

Do you want to reject the goods because they have been delivered late? ❑ Yes ❑ No

If yes, please explain why

If you have another issue with delivery please explain

Pricing issues

I was charged too much ❑ Yes ❑ No

please explain why you believe you were charged too much

If you have another issue with pricing please explain

Product issues

The goods are faulty ❑ Yes ❑ No

If yes, please explain why they are faulty

The goods are not as described ❑ Yes ❑ No

If yes, how were the goods described

The goods are dangerous ❑ Yes ❑ No

Please explain why

Parts are missing ❑ Yes ❑ No

Please list the parts that are missing

Product doesn't work ❑ Yes ❑ No

Please explain why

Other product issues ❑ Yes ❑ No

please explain the problem that you have experienced

Issues with a service ■ ✔

Please explain the service that you purchased and the issue you have

Returns ■ ✔

I want to return the goods as they are faulty ❑ Yes ❑ No

I want to return the goods as they are not as described ❑ Yes ❑ No

How were the goods described

Has the retailer offered a refund? ❑ Yes ❑ No

Has the retailer offered a replacement ? ❑ Yes ❑ No

Why do you not want to accept the replacement?

The retailer offered a voucher ❑ Yes ❑ No

Did you purchase the goods for yourself ? Yes ❑ No ❑

Other type of complaint

Please give a description of any other issues, please use a seperate sheet if required.

Evidence & supporting files

It is important that you provide as much evidence as possible to support your complaint as our Arbitral awards are based on fact and evidence. We therefore urge you to supply as much evidence as possible.

Please go through each evidence category below and tick the box to confirm that you have enclosed the relevant information.

❑ Receipts ❑ Email ❑ Letters ❑ Pictures ❑ Fee

PLEASE DO NOT PROVIDE ANY ORIGINAL DOCUMENTS IF YOU WISH TO USE THEM IN THE FUTURE.
Please only send us copies, as we cannot send documents back to you.

Our contact details

Please post this form and all accompanying evidence to our address:

Consumer Arbitration
Unit 5, Homelands, Higher Union Road, Kingsbridge, TQ7 1EQ

Phone: 020 3540 8063

Contact Centre: www.cdrl.org.uk/contact

Website: www.consumerarbitration.co.uk

Company information:

Consumer Arbitration is a trading name of Consumer Dispute Resolution Ltd

Arbitration is a non-judicial process for the settlement of disputes where an independent third party – an arbitrator – makes a decision that is binding.

The role of an arbitrator is similar to that of a judge, though the procedures can be less formal and an arbitrator is usually an expert in their own right.

Data Protection Registration reference: ZA093108

Our offices are open 9:00am – 5:30pm (Mon-Friday) – Closed Weekend & Bank Holidays