

## Independent Arbitration for Customers

### Good Garages Scheme (GGS)

## Application Form

#### What is this Application for?

- This application form is for the customer to bring a claim against a GGS Registered Garage if they have not been able to resolve the complaint directly with the Installer or via GGS.
- The application form will ask you for the details needed to understand what you would like the garage to do and to help an arbitrator decide your dispute.
- Arbitration is legally binding under the Arbitration Act of 1996 and can only be appealed in the High Court on a very narrow set of circumstances related to procedure.

#### What do I need to do?

- Please read the Scheme Rules carefully before you fill in and return this form. They should be attached to this application form and can also be found on the CEDR website.
- Fill in the application form giving as much information as you can.
- It may take you some time to go through the application form and to get all your facts together, but having all the information will help us assess your case fairly.
- This process is conducted entirely in writing. You must ensure that you provide sufficient information and supporting evidence to substantiate your claim.

#### Before you can make an application:

- You must first use and exhaust the garage's own complaints procedure.
- You must refer the matter to the Good Garages Scheme.
- You must reach a point where the Good Garages Scheme has issued you with an application form.

**Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, another language, etc.). If you require assistance in completing this form please contact CEDR:**

**By telephone:** 0207 520 3800

**By email:** [applications@cedr.com](mailto:applications@cedr.com)

**Visit the website:** [www.cedr.com/consumer](http://www.cedr.com/consumer)

CEDR opening hours: 9:00am to 5:00pm, Monday to Friday

Once you have completed this form you must return it to the Good Garages Scheme who will make arrangements for the Garage to countersign the application before it is submitted to CEDR.

**IMPORTANT: SAVE A COPY OF THIS PDF ON YOUR PC BEFORE COMPLETING AND UPLOADING THIS FORM. IF YOU COMPLETE THIS FORM IN YOUR BROWSER YOU WILL NOT BE ABLE TO SAVE IT AND IT WILL APPEAR BLANK WHEN UPLOADED.**



## 1. About you (the Customer)

Please give us your details.

Full name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

If you provide an e-mail address we will normally send you information by e-mail only.

## 2. Representation

If you have a representative acting for you, please give details below. If you do not have a representative, go to part 3.

Full name:

Organisation:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

(If you give the address of a representative, this is the address we will write to about this application.)

### To be signed by the customer

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

Signature:

Print name:

Date:



Better conflicts, Better outcomes, Better world

### 3. Garage details

Garage's name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

### 4. Issues in dispute

Date the work was carried out:

Invoice Number:

Date you first complained to the garage:

Garage Reference No:

Date you referred the matter to GGS:

GGG Reference No:

In the space below, please tell us what service or event you are in dispute with the garage about.

**5. What actions would you like the garage to take?**(Tick all the boxes that apply)

Give you an apology

Give you an explanation

Take some practical action

Please specify:

**6. What financial redress are you claiming and why?**

If you are asking the arbitrator to order the garage to pay you compensation or to carry out work then you must specify the details and likely cost in this application and provide evidence to justify the sum(s) claimed. Please ensure you record everything in this application as you cannot change these details at a later date. If the arbitrator makes an award in your favour, they could award resolution up to the total amount you have claimed.

Please break down your claim by providing a value for each item you are claiming for and provide the reason why you are claiming that amount. The maximum permitted total amount is £10,000.

| Item | Claim Reason | Amount Claimed (£) |
|------|--------------|--------------------|
|      |              |                    |
|      |              |                    |
|      |              |                    |
|      |              |                    |
|      |              |                    |
|      |              |                    |
|      |              |                    |

**Please continue on a separate sheet if required, but ensure the total amount you are claiming (which must not exceed £10,000) is completed in the next box.**

**Total Claimed:**



## 7. Declaration

### Data Protection Act

The Data Protection Act allows GGS and GGS Registered Garages to provide information and/or documents about you to CEDR Scheme administrators and the arbitrator with your consent. By completing this form you are giving consent. Please read the statements below and tick **all the boxes** before signing this form.

I apply to CEDR to appoint an arbitrator to settle this dispute in accordance with the Scheme Rules.

I have the authority to commit to arbitration.

I have tried to resolve this matter through the garage's complaints procedure and via GGS.

I understand that it is my responsibility to provide evidence supporting my claim and I attach my documents / materials, as evidence to support my claim.

I understand it is my responsibility to read the Scheme Rules and, if necessary, seek guidance from CEDR.

I have not previously referred this dispute to either the Courts or any other Redress Scheme.

I understand that the total value of my claim cannot exceed £10,000.

I confirm that I have attached my documents / materials, as evidence to support my claim.

I understand that the arbitrator's award will be legally binding on both parties.

I enclose payment of the registration fee.

Print name:

Your signature:

Date:

### Submitting your application

Now please submit your application and supporting evidence to:

#### By post:

GGs Arbitration  
The Good Garage Scheme Unit 7, Westwood House  
Westwood Way Westwood Business Park Coventry, CV4  
8HS

#### By email:

[applications@cedr.com](mailto:applications@cedr.com)

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## 8. TRADER'S DECLARATION

Please read the statements below and tick all boxes in this section to confirm you understand the declarations before signing this form.

I have read and understood the Rules of the CEDR Arbitration Scheme (the Rules).

I have not previously referred this dispute to court.

I am applying to CEDR to appoint an arbitrator to settle my dispute in accordance with the Rules.

I have tried to resolve this matter through our own complaints procedure and through the conciliation procedure offered by The Good Garages Scheme.

I understand it is my responsibility to read the Arbitration Rules and, if necessary, seek guidance from CEDR.

I have the authority to commit to arbitration and I understand and accept that I will be bound by the arbitrator's written award which will be final, subject to any leave to appeal to the Court.

I enclose payment of the registration fee.

Print name:

Garage:

Your signature:

Date: