



## Independent Adjudication for Customers Application Form

### What is this Application for?

- This application form is for a customer to bring a claim against a company which subscribes to CEDR either directly or by membership of a trade or membership body.
- Customers may apply if they have not been able to resolve the complaint directly with the company/trade body.
- The application form will ask you for the details needed to understand what you would like the company to do and to help an adjudicator decide your dispute.

### What do I need to do?

- The outcome of this adjudication will be contractually binding on both parties if the customer chooses to accept the findings of the adjudicator. 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 company's own complaints procedure.
- Refer the matter to the relevant trade or membership body if so advised.
- Ensure you have understood the adjudication process fully.

**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: 020 7520 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

**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:

## 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.)



Better conflicts, Better outcomes, Better world

**To be signed by the customer**

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

Signature:

Print name:

Date:

**3. Company details**

Company:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

**4. Issues in disputes**

In the space below, please tell us what service or event you complained to the Company about.

Date the work was carried out/ service provided:

Date you first complained to the Company:

Date your referred the matter to the trade  
/ membership body (if applicable)

## 5. What actions would you like the Company to take?

(Tick all the boxes that apply)

Give you an apology

Give you an explanation

Take some practical action

Please specify:

## 6. What Redress are you claiming and why?

If you are asking the adjudicator to order the company to carry out some work or to order compensation then you must specify the details and likely cost in this application and provide evidence to justify the redress claimed. Please ensure you record everything in this application as you cannot change these details at a later date.

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 amount is specified in the guarantee.

Item	Claim Reason	Amount Claimed (£)
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**Please continue on a separate sheet if required but ensure the total amount you are claiming is completed in the next box below.**

**Total Claimed:**

## 7. Declaration

### Data Protection Act

The Data Protection Act allows subscribing Companies, trade and membership bodies to provide information and/ or documents about you to CEDR and CEDR adjudicators with your consent. By completing this form you are giving

Please read the statements below and tick **all the boxes** before signing this form.

I apply to CEDR to appoint an adjudicator to settle this dispute in accordance with the Scheme Rules. I have the authority to commit to adjudication.

I have tried to resolve this matter through the Company's complaints procedure.

I understand that it is my responsibility to provide evidence and documents supporting 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 the claim cannot exceed the limit detailed in the Scheme Rules.

I understand that the adjudicator's decision will be contractually binding on both parties if I accept it.

Signature:

Print name:

Date:

## Submitting your application

Now please submit your application and supporting evidence to us:

### By post:

CEDR Adjudication  
Centre for Effective Dispute Resolution  
70 Fleet Street, London, EC4Y 1EU

### By email:

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

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