

Customer submits application

CEDR reviews the application for validity and notifies the company



90-day maximum timeframe

Company decides how to respond

SETTLE

OBJECT

Company offers customer a settlement

Customer considers offer

Accepts offer

Company provides agreed settlement

DEFEND

Company submits a defence claim

Company submits a comment on the company's Defence (optional)

Adjudicator appointed and given case file

Adjudicator submits their written decision to the customer and company

Company objects to the adjudication as out of scope

CEDR Adjudicator decides is objection is valid

Customer advised the adjudication cannot proceed

Customer decides whether to accept the adjudication findings

CUSTOMER REJECTS

CUSTOMER ACCEPTS

Process has no effect on customer or company

Company must comply with the adjudicators directions

CASE CLOSED

