

## Application Form for CEDR Conciliation (NAJ)

The CEDR Conciliation Scheme provides an opportunity for customers to resolve disputes with business through dialogue facilitated by a professional CEDR Accredited Mediator. The Scheme is available to the customers of businesses who have subscribed directly with CEDR or via their membership of a trade body. Conciliation focuses on what you and the business would be happy to agree to in order to resolve the dispute that has arisen by engaging with the conciliator.

Centre for Effective Dispute Resolution is a Not-for-Profit organisation approved by the CAA, Chartered Trading Standards Institute, Gambling Commission and Ofcom to provide dispute resolution to consumers. Conciliation is available to a customer who must be a private individual who has entered into a contract with a business/ trade body subscribed to CEDR.

CEDR will conciliate disputes if either you or the business (“the parties”) have sought legal advice and/or instructed a solicitor or sought assistance from Trading Standards. We will only decline to assist if the use of these third parties would seriously impair the effectiveness of the service offered to businesses and their customers.

CEDR is not responsible for paying compensation or making a financial award. If your dispute is resolved via the conciliation process and a payment has been agreed the Business will make that payment directly to you.

### **Please Read These Notes Carefully**

Below are areas where CEDR is not able to assist you:

- You have not tried to resolve the dispute directly in writing with the Business and escalated the complaint to the trade body if invited to do so;
- The Business has ceased to be a subscriber to CEDR;
- The dispute is being considered by the courts or is being dealt with by another Alternative Dispute Resolution (ADR) Body;
- If it is over 12 months since the Business delivered the service that you are complaining about.

### **How do I make a complaint and what happens next?**

- Upon receipt of your completed form CEDR will acknowledge receipt with 14 days
- Full details of the conciliation procedure and guidance notes should be issued with this form.
- If you require additional guidance please contact the CEDR office for assistance.

Please answer all sections on this form to the best of your knowledge as any missing information may cause delays with the process. If necessary you can provide supporting papers. If you are unsure please contact CEDR’s Enquiries & Administration Team on 0207 520 3800.



### Data Protection Act

The Data Protection Act 2018 allows businesses that subscriber to CEDR to provide information and/or documents about you to us and the conciliator with your consent. By completing this form you are giving your consent.

**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. Your details

Please provide your full contact details.

Full name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

## 2. Representation

If you would like someone to participate on your behalf, please give their details below.

Full name:

Organisation:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

## To be signed by the applicant named in section 1.

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

Signature:

Print name:

Date:

## 3. Business's details

Please give the National Association of Jewellers member's business details

Organisation details:

Contact name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

## 4. Dispute details

4.1 Please tell us what has gone wrong.



Better conflicts, Better outcomes, Better world

## 5. Desired Outcome

Please detail the outcome you are seeking from the conciliation process.

## 6. Declarations

Please read the following statements carefully and make sure that you understand your responsibilities before signing this application form.

- I/We apply for the appointment of a conciliator in accordance with this conciliation agreement to conciliate the dispute between me/us and the Business in accordance with conciliator's powers set out in the Conciliation Scheme Rules.
- I/We agree and understand that the conciliator's recommendations are not binding unless written down and signed by both parties in the agreement.
- I/We have tried to resolve this matter through the Business's complaint procedure and have read and understood the guidance provided in this application form.
- I/We also understand that conciliation is a confidential process in which the Conciliator as a neutral third party assists parties in working towards a negotiated agreement, with the parties in ultimate control of decision to settle and the terms of resolution.
- I/We declare that I/we am/are authorised to sign this form as the customer and understand that it is my/our responsibility to ensure that I/we understand the process and will seek guidance from CEDR if required.
- I/We understand that a copy of this application form will be given to the Business.
- I/We understand that any other information given to the Conciliator during the conciliation will be confidential unless I/We permit the Conciliator to give information to the other party.
- I/We accept that the proceedings are confidential and without prejudice.
- I/We understand that the Conciliator does not give legal advice or take sides.
- I/We also understand the Conciliator does not act as a judge or arbitrator. However, should the parties be unable to reach an agreement between them, the conciliator may recommend a solution to the dispute.
- I/We believe that the facts stated in this application and claim form are true.

Signature:

Print name:

Date:

## Submitting your application

Now please submit your application and supporting evidence to by us:

**By post:**

Conciliation Scheme NAJ  
Centre for Effective Dispute  
Resolution 70 Fleet Street  
London, EC4Y 1EU

**By email:**

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

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