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Funeral Planning Authority (FPA) Application Form Conciliation Scheme

The Funeral Planning Authority (FPA) offer a free conciliation service for FPA registered provider (the Provider) and their customers if an issue arises that has not been resolved through direct discussions. Conciliation focuses on what you and the funeral services provider would like achieve in order to find a way to resolve the problem to mutual satisfaction. The service is provided by the Centre for Effective Dispute Resolution, an independent Dispute Resolution Organisation approved by the CAA, Chartered Trading Standards Institute, Civil Mediation Council, Gambling Commission and Ofcom.

Conciliation is available to a customer who must be a private individual who has entered into a contract with a Provider.

CEDR will conciliate disputes if either you or the Provider ("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 providers and their customers.

Neither CEDR nor FPA is 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 Provider will make that payment directly to you.

Please Read These Notes Carefully

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

- You have not tried to resolve the dispute directly in writing with the Provider and escalated the complaint to the Funeral Planning Authority;
- The business has ceased to be a registered provider of the FPA;
- 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 Provider 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 usually appoint a conciliator to the case within 5-working 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 your dispute. If necessary you can provide supporting papers. If you are unsure please contact CEDR's Scheme Administrators on 0207 520 3800.

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Data Protection Act

The Data Protection Act allows FPA and its Provider companies to provide information and/or documents about you to the scheme administrators and the conciliator with your consent. By completing this form you are giving your consent.

1. Your details

Please provide your details below

Full name:

Street Address:

Town:

County:

Tel:

Postcode:

E-mail address:



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2. Representation

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

Full name:

Street Address:

Town:

County:

Tel:

Postcode:

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



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3. FPA registered provider's details

Please give the full trading name of the Provider that you are in dispute with.

Full name:

Street Address:

Town:

County:

Tel:

Postcode:

E-mail address:

FPA number (if known):



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4. Dispute details

Please describe the services that you requested.



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Please tell us what has gone wrong.

4. Dispute details

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

6. Customer's Declaration

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 determine the dispute between me/us and the FPA Provider. The conciliator's powers are 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 Provider'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 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. 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:



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Submitting your application

Now please submit your application and supporting evidence to us:

By post

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

By email

applications@cedr.com