



## Arbitration Claim Form

### What is this application for?

This form is for customers to bring a claim against a company that subscribes to CEDR for dispute resolution.

The form will ask you for the details needed to understand what you would like the company to do and decide your dispute.

### What do I need to do?

- Read the CEDR rules that apply to your claim.
- Fill in the form giving as much information as you can. If you are claiming for things that have been lost or damaged remember to include any receipts you have.
- It may take you some time to go through the application form and get all your facts together but having all the information will help CEDR assess your case fairly.

### You must have already complained to the company and their body (if appropriate) before you can make an application to CEDR without doing this first.

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, Braille etc.) or in another language.

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)    **Web:** [www.cedr.com](http://www.cedr.com)

---

## 1. About you

Please give us your details. If you are complaining on behalf of a business please provide its name.

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.

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**



## 2. Company details

Company name:

Site name:

## 3. Your complaint

### 3.1 About your complaint

Please tell us what your complaint is about by providing details of the problems that have led to the dispute with the company. You will be asked what you would like the company to do in another section so please limit your response in this section to explaining the nature of the problems that have occurred.

- the events leading to your complaint
- the relevant dates for the service issues
- any steps already taken to attempt to reach a resolution with the company

## 4. Evidence

Please send us any documents that support your claim such as correspondence to and from the company, receipts for anything that has been damaged or that you have had to replace.

Please tick the boxes below and ensure you submit the evidence with your application form.

Bills and / or statements

Video evidence

Correspondence to and from the company

Letters to and from debt collectors

Photographs

Price schedules Receipts

Product guides

Service agreements

Recordings (audio)

Other evidence (please specify)

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**

## 5. What would you like the company to do?

Please provide details of the services or other actions that you would like the arbitrator to direct the company to provide in their written award. Failure to give full details may result in your claim being rejected in part or in full.

Tell us below what you would like the arbitrator to tell the company to do and why– for example:

- Provide a service
- Do something about a bill
- Pay you compensation

Please remember that the arbitrator can only tell the company to do something if you have asked for it. You may leave blank any sections that do not apply to your complaint.

### 5.1 Provide a service

Now please tell us what service(s) you would like the company to provide.

### 5.2 Do something about a bill

What would you like done about the bill?

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**



### 5.3. Pay you compensation

Money claims are limited to £10,000 per claim and you must fully explain and price all money claims.

You must specify the total amount claimed in this section if you are asking the arbitrator to direct the company to pay you in compensation.

If you have asked for compensation for damage to property or for other costs you have incurred you will have need to produce evidence to support your claim and you will need to fill in the table below with as much detail and evidence as possible.

Item	Amount Claimed (£)
------	--------------------

**Total Claimed (£):**

**Please continue on a separate sheet if required but ensure that the total amount you are claiming is completed in the next box below.**

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**



## 8. Declarations

### Data Protection Act

By signing this form you are giving your consent for the company to provide information and documentation about you to CEDR. You will receive copies of all information submitted.

I have agreed that the outstanding dispute between the above named parties be resolved through the appointment of an arbitrator by the Centre for Effective Dispute Resolution (CEDR).

I also accept and agree that:

- The arbitrator's award in this matter will be based upon careful consideration of any evidence submitted by either party, the answers to questions set out in any accompanying document/s and, where appropriate, upon further information requested by the arbitrator.
- It is my responsibility to read and understand the Rules of Independent Arbitration for Customers.
- I have not previously referred this dispute to a court or other forum/organisation for resolution.
- I am applying to CEDR to appoint an arbitrator to settle this dispute in accordance with the Rules.
- I have the authority to commit to arbitration and we understand and accept that we will be bound by the arbitrator's written award which will be final, subject to any leave to appeal to court.

Signature:

Print name:

Date:

## 9. Submitting your claim form

Now please submit your application and supporting evidence to us:

### By post:

Centre for Effective Dispute Resolution  
100 St. Paul's Churchyard  
London  
EC4M 8BU

### By email:

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

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**