

The Institute of Residential Property Management (IRPM) Independent Adjudication Service Complaint Form

To commence a complaint, please complete this Complaint Form. Upon receipt of your completed form CEDR will acknowledge receipt within 7 days. 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 via email at tpi@cedr.com.

Please note that the events that you are complaining about must not have occurred more than 24 months before you make this application.

1. About you (the Consumer)

Please give us your details.

Full name:

Street address:

Town:

Postcode:

E-mail address:

County:

Tel:

If you provide an e-mail address we will send you information by e-mail only. Otherwise, we will contact you by post.

2. Representation

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

Full name:

Organisation:

Street address:

Town:

Postcode:

E-mail address:

County:

Tel

(If you give the address of a representative, this is the address we will write to about this application.)

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. Member's details

Please give the name and company of the person you are in dispute with. These details will allow us to get in touch with the Member in order to look into the complaint you are raising.

Contact name:

Company:

Street address:

Town:

County:

Postcode:

Tel:

E-mail address:

4. Dispute details

This is your opportunity to express your complaint about the Individual to us. We would like to understand what has happened, what you consider should have happened, and what you consider might prevent this from happening in the future. Please include any supporting evidence.

Please remember, our role is to decide whether or not the Individual has breached IRPM's Code of Conduct, and if so, whether it is appropriate to recommend disciplinary action (an apology, training to be undertaken, suspension or expulsion).

We cannot recommend that you receive any direct remedy such as compensation. Further, we cannot reconsider any decision made by an Ombudsman, the Court, or other dispute resolution procedure. You can continue on another page, if required.



5. Do you require any additional support?

If you require any additional assistance or adjustments in order to use our service, please let us know below so we can consider your request.

6. Declarations

By returning this form, you are giving CEDR permission to approach the IRPM Member about your concerns in order to assess whether there are any breaches of the code of conduct.

You are also accepting that you understand that we will need to share information about your concerns, and that this may potentially identify you as an individual complainant. You give consent that any relevant personal data held by the Individual may be shared with CEDR and the Adjudicator for purposes of this Adjudication. You also agree that all data submitted to CEDR with regard to cases may be shared with IRPM, including all personal data.

Please read the following statements carefully and make sure you understand your responsibilities before signing this Complaint Form.

I have read and understood the Rules of this Independent Adjudication Service ("the Scheme Rules").

I consent to my personal data being shared (as set out above) and within the Scheme Rules.

Your signature:

Print name:

Date:

Submitting your application

Now please submit your Complaint and supporting evidence to us. Please do not send original documents, as we will not be in a position to return these to you.

By email: tpi@cedr.com

By post: CEDR, 100 St. Paul's Churchyard, London EC4M 8BU

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