



Application Form

Conciliation Service for the Good Garage Scheme

CEDR's Conciliation Service for the Good Garage Scheme provides an opportunity for customers to resolve disputes with business through dialogue facilitated by a professional CEDR Accredited Mediator. This Scheme is available to users who consent to using a Conciliator to resolve the dispute that has arisen.

The Centre for Effective Dispute Resolution (CEDR Services Ltd) is a Not-for-Profit organisation approved to provide dispute resolution services. CEDR will conciliate disputes that are eligible. 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, then this is sorted out between the parties.

How do I make a complaint and what happens next?

- Upon receipt of your completed form CEDR will acknowledge receipt with 5 working days
- Full details of the conciliation procedure and Service Rules are available on the CEDR website, accessible at: <https://www.cedr.com/consumer/cars/help-guides/>.
- If you require additional guidance or assistance, please contact the CEDR office via email at applications@cedr.com

Please answer all sections on this form to the best of your knowledge as any missing information may cause delays with the process.

Data Protection Act 2018

The Data Protection Act 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 full trading name of the Business (Garage) that you are in dispute with.

Company:

Contact
name:



Street
Address:

Town:

County:

Postcode:

Tel:

E-mail
address:

4. Dispute details

4.1. Please describe the services that you requested.

4.2. Please tell us what has gone wrong.

5. Desired Outcome

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

A large, empty rectangular box with a thin black border, intended for the user to provide their declarations.

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 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 company's internal 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 (Garage).
- 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.
- 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 and that the claim does not exceed £15,000 plus VAT.

Signature:

Print name:

Date:

Submitting your application

Now please submit your application and supporting evidence to us:

By post:

Conciliation Service for the Good
Garage Scheme

By email:

applications@cedr.com



CEDR Services Ltd
100 St Paul's Churchyard
London, EC4M 8BU