

# NAFD Resolve Adjudication Scheme Application Form

**The consumer initiating an application to the NAFD Resolve Adjudication Scheme should complete this form.**

Please read the NAFD Resolve Adjudication Scheme Rules carefully before you fill in and return this form. This form should be completed along with any supporting evidence you wish to provide. Please remember that you cannot use the Scheme unless your dispute is with a funeral director that is a member of the National Association of Funeral Directors (NAFD).

If an email address is given, we will send you information by email only.

## 1. The customer's details

This section must be completed by the CONTRACT HOLDER.

Please give us your details.

Full name:

Street Address:

Town:

Post Code:

Telephone:

Email:

Conciliation Reference No:

## 2. Representative

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

Full name:

Relationship to Applicant:  
(e.g Friend, Relative)

## 3. Funeral Director's details

The funeral director must give their details below.

Full name:

## 4. Customer's dispute details

Please provide an overview of your dispute and what you would like to happen. It is your responsibility to put forward to the adjudicator all of the relevant information about the dispute that you wish to rely on.

## 5. Claim details

Please tell us what you would like the Funeral Director to do?

Give you an apology

Please specify:

Take some action

Please specify:



## 6. Customer's Declaration

**Please read the statement's below and tick the boxes before signing this form.**

I have read and understood the NAFD Resolve Adjudication Scheme Rules.

I am applying for you to appoint an Independent Adjudicator in line with the Scheme Rules.

I have tried to settle this matter through the Funeral Director without success and/or the conciliation process without success.

I have not previously referred this dispute to the Courts.

I have the authority to commit to adjudication and I understand and accept that once the decision is issued, it is final and not subject to review.

Signed:

Date:

Now return this form along with any evidence to:

NAFD Resolve Adjudication Scheme  
CEDR Services Ltd  
100 St. Paul's Churchyard  
London EC4M 8BU