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**Information supplied in accordance Schedule 4 (Regulation 10.1) of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015**

**Official name of ADR body:** Dispute Resolution Ombudsman Limited, incorporating;

- The Furniture Ombudsman (TFO)
- Dispute Resolution Ombudsman (DRO)
- Home Improvement Ombudsman (HIO)

**Address:** Maxwell Road, Stevenage SG1 2EG

**Tel:** 0845 653 2064

**E mail:** [info@thefurnitureombudsman.org](mailto:info@thefurnitureombudsman.org)

**Web Address:** [www.thefurnitureombudsman.org](http://www.thefurnitureombudsman.org), [www.disputeresolutionombudsman.org](http://www.disputeresolutionombudsman.org), [www.homeimprovementombudsman.org](http://www.homeimprovementombudsman.org).

**Fees charged:** No charge to the consumer.

**Language that complaints can be submitted and handled:** TFO, DRO & HIO currently only accepts an initial complaint in English.

**Types of disputes covered:** Disputes involving furniture, home improvements, floor coverings and other general retail goods and services.

**Sectors and categories of disputes covered by each ADR body:** Handles both domestic and cross-border disputes including those submitted via the ODR platform.

**Dispute handling options e.g. in person, written, oral:** Complaints can be submitted by either a written application form which can be requested by email, telephone, or download from the Ombudsman's website or via an online application form which can be accessed via <https://portal.furnitureombudsman.org/>

**Is the outcome of the procedure binding or non-binding:** The outcome of the procedure is binding on the traders who have subscribed to use the service and is only binding on the consumer where they expressly agree to the decision reached.

**Grounds for refusal:** TFO, DRO & HIO will refuse to deal with a dispute if it falls outside its jurisdiction, is considered vexatious, unsuitable for ADR, disproportionate or outside of its expertise.