

APPLICATION FORM

Alternative Dispute Resolution Service

The Furniture
Ombudsman



Reference number (office use): **Q**

Before completing this form we recommend that you read our Consumer Guide for customers of a member of the British Association of Removers (BAR). This details how the process of the Dispute Resolution Ombudsman works and how your claim will be assessed.

About you:

Full name:

Address:

Postcode:

E-mail address:

To receive updates about your case by text message and/or email, please tick this box.

Telephone number (s):

About the trader:

Trader's business name:

Contact name:

Trader's address:

Postcode:

Trader's telephone number:

Trader's e-mail address:

About your dispute with the trader:

1. What contract type did you enter into?

2. What was the total cost of the contract?

3. Have you paid for the service or product in full? Is there any outstanding money between you and the trader? Please give details:

4. What date did you enter the contract?

5. Please describe briefly the service that has been carried out:

6. I confirm that I have attached the trader's final viewpoint letter.

Yes: No:

Please note that if the answer to the above question is no, you must return to the trader and go through their internal complaints procedure. We will not be able to process your application until you have done so.

7. What was the date of your first complaint?

8. Please provide a written summary of your complaint, including why you think it's justified.
Please note that all issues should be raised with the trader in the first instance.

9. What, if anything, has the trader done so far to try to resolve your complaint?

10. Have you accepted any goodwill offers from the trader? Please note that if you have accepted an offer intended to resolve this dispute in full and final settlement, the Ombudsman will not consider the matter further.

11. What would you consider to be a reasonable solution?

12. Please provide any other details you feel are relevant to your claim. Please refer to our Consumer Guide for customers of BAR members . You may want to include copies of contracts, receipts, plans, photographs, etc.:

13. Is anyone else dealing with this dispute on your behalf? (i.e. a family member, or a Solicitor). If yes, please provide us with their details.

Name:

Address:

E-mail:

Contact number:

14. Has your dispute been referred to another body? We may require additional information where applicable to our conciliation process.

YES

NO

Trading Standards:

Insurance claim:

Solicitor:

Court:

Data protection:

The Ombudsman is registered under the Data Protection Act 1998 (registration ZA050882).

We will keep records of the information that you give us. This helps us to monitor the progress of your case and produce statistics that we may publish. We will also collect information in connection with your case from the other parties involved.

As part of our process we may share the information that you provide to us with:

- the other parties in the case
- to other organisations who can help in resolving the dispute
- The Ombudsman's Standards Board or other body who monitors or regulates us
- British Association of Removers (BAR)

In submitting this application and requesting The Ombudsman's involvement in your complaint, you agree to us holding and using your information in this way. Telephone calls to and from the Ombudsman may be recorded for training and quality purposes.

Your Declaration of Agreement:

The information that I have supplied in support of my complaint is true and accurate to the best of my knowledge and belief. I agree to my complaint being examined by the Furniture Ombudsman and have read the Consumer Guide for customers of a British Association of Removers (BAR) member about the procedure to be followed and how my claim will be assessed.

I understand that where the The Ombudsman makes a decision on my claim I am not bound to accept it, but if I do it will be in full and final settlement. I understand that I may withdraw my claim at any time.

Signature:

Print Name:

Date: