



Before you complete 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 The Furniture Ombudsman's dispute resolution process works and how your dispute will be assessed.

Premier House
First Floor
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

info@thefurnitureombudsman.org
www.thefurnitureombudsman.org

Reference number (office use):

Q

Please complete all sections in block capitals and return this copy to us.

About you

Title:		First Name:	
Surname:			
Address:			
Town / City:			
Post Code:			
Email:			
Telephone Number(s):			

Receive updates about your case by text message and/or email.

Email

Text

Is anyone else dealing with your complaint on your behalf?
(e.g Trading Standards or a solicitor)

Yes

No

If Yes, please provide their name, address, telephone number and email address in the boxes below:

Name:	
Address:	
Town / City:	
Post Code:	
Email:	
Contact Number:	

If you would like us to deal directly with this third party rather than yourself to resolve this matter, and they are willing to act for you, please tick here.

About the business

Name of business:	
Business Address:	
Reference or invoice No.:	

About your dispute with the business

1. What contract type did you enter into? e.g. Removals or storage.	
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 business? Please give details.	
4. What date did you enter the contract?	
4. What date did the service begin?	
5. Please describe briefly the service that has been carried out.	
6. I confirm I have attached the final viewpoint letter.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please note that if the answer to the above question is no you must return to the 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 business in the first instance.

9 What if anything has the business done so far to try to resolve your complaint?

10. Have you accepted any goodwill offers from the business? 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.

<p>11. What would you consider to be a reasonable solution?</p>	
<p>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.</p>	
<p>13. How did you find out about The Furniture Ombudsman?</p>	<p>Business <input type="checkbox"/> Citizens Advice <input type="checkbox"/> Trading Standards <input type="checkbox"/></p> <p>Other (Please specify) <input type="text"/></p>

Data protection:

The Ombudsman is registered under the General Data Protection Regulation and Data Protection Act 2018 (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
- trade associations may have visibility of case informations if the business is endorsed by them if the trade association is a member of our scheme
- 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. Our

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 Dispute Resolution 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 Dispute Resolution 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:	

Dispute Resolution Ombudsman
Premier House
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Hertfordshire
SG1 2AD

Privacy Policy

How we will use your Information Identity and contact details of Controller

Dispute Resolution Ombudsman Limited, trading as The Furniture Ombudsman and Dispute Resolution Ombudsman is a controller of personal information for the purposes of the General Data Regulation ('GDPR')¹

Our contact details for data protection purposes are as follows:

Judith Turner, Head of ADR & Senior Ombudsman, Dispute Resolution Ombudsman Limited, Premier House,
1st Floor, 1-5 Argyle Way, Stevenage, SG1 2AD, 0333 241 3209; info@thefurnitureombudsman.org;
info@disputeresolutionombudsman.org

Purpose of this Privacy Notice

This Privacy Notice tells you what to expect when we process personal information. It tells you the purposes for which we may process your personal information and the legal basis for the processing ('processing' includes us just keeping your personal information).

Legal basis for processing

We have a legitimate interest in processing your data in order to administer a claim against the trader against whom you have lodged your complaint. More information on your process and structure can be found on our website www.disputeresolutionombudsman.org. Some personal information is treated as more sensitive (for example information about health, sexuality, ethnic background and others – see footnote below for a full list²). The legal basis for processing these special categories of personal information is more limited. To lawfully process special categories of personal data, we must identify a lawful basis for the processing and meet a separate condition for the processing. The basis we can use these are:

- With your consent;
- Where we need to protect the vital interests (i.e. the health and safety) of you or another person;
- Where you have already made your personal information public;
- Where we or another person needs to bring or defend legal claims; and/or
- Substantial public interest grounds

Periods for which we will store your personal information

We will keep records of the information that you give us for up to 6 years. This is required for us to monitor the progress of your case and produce statistics that we may publish. We have a legal obligation to publish certain case statistics to our ADR accrediting body. We will also collect information in connection with your case from the other parties involved.

Sharing your personal information

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
- Dispute Resolution Ombudsman Standards Board or other body who monitors or regulates us

How we manage your personal information Provisions of the GDPR

We process your personal information in accordance with the principles of GDPR.

We will treat your personal information fairly and lawfully and we will ensure that information is:

- Processed for limited purposes;
- Kept up-to-date, accurate, relevant and not excessive;
- Not kept longer than is necessary;
- Kept secure.

Access to personal information is restricted to authorised individuals on a strictly need to know basis.

We are committed to keeping your personal details up to date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

Your rights under the GDPR

Under the GDPR, as a data subject you have the following rights: Access, Rectification, Erasure, Restriction on Processing, Portability, Object to Processing and The Right Not to be Evaluated on the basis of automated processing. The Ombudsman confirms that you will not be subject to automated processing. Please contact the Ombudsman if you require any further information relating to these rights.

In submitting this application and requesting The Furniture Ombudsman's involvement in your complaint, you acknowledge that we will hold and use your information in this way. Telephone calls to and from the Dispute resolution Ombudsman may be recorded for training and quality purposes.

Further information

For further information on how to request your personal information and how and why we process your information, you can contact us using the details set out at the beginning of this policy.

The Information Commissioner (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body, and one of their primary functions is to administer the provisions of the GDPR.

You have the right to complain to the ICO if you think we have breached the GDPR. You can contact the ICO at:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
0303 123 1113
www.ico.org.uk

Dispute Resolution Ombudsman

Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD
0333 241 3209
www.disputeresolutionombudsman.org

¹ By this we mean the Regulation as supplemented and amended by the Data Protection Act 2018

² Special categories of personal data is defined within the GDPR and covers racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a person's sex life or sexual orientation