



Application Form (Q)

Alternative Dispute Resolution Service

Reference number (office use):

Q



Before you complete this form we recommend that you read our [Consumer Guide](#) which details how our dispute resolution process works and how your dispute will be assessed.

Please complete all sections in **BLOCK CAPITALS** and return this copy to us.

About you

Title

First name

Surname

Address

Town / City

Email

County

Telephone number(s)

Postcode

If you would like to receive updates about your case by text message and/or email, please tick here:

Email Text

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

Yes No

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

Name

Postcode

Address

Email

Town / City

Telephone number(s)

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

Contact name

Business address

Business telephone number(s)

Business e-mail address

Town / City

Postcode

About your dispute with the business

1. What contract type did you enter into?
e.g. Removals or storage.

4. What date did you enter the contract?

2. What was the total cost of the contract?

5 Please describe briefly the service that has been carried out

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

6. I confirm I have attached the final viewpoint letter.

Email Text

Please note that if the answer to the above question is no you must return to the business 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.

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. You may want to include copies of contracts, receipts, plans, photographs, etc.

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 information 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

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 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 & Home Improvement Ombudsman and have read the Consumer Guide about the procedure to be followed and how my claim will be assessed.

Please tick this box to confirm acceptance

I understand that where the Furniture & Home Improvement 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

Please include with this form any other information which will help us in our enquiries and copies of invoices, delivery notes, care instructions, correspondence, and any other documents relating to the purchase if these are available. Return the form and all documents to:

Print name

Date

**Furniture & Home Improvement Ombudsman
Premier House
First Floor
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD**

or email to info@FHIO.org

0333 241 3209

info@FHIO.org