

Complaint Form

1. Personal Details

Please provide your contact details.

Full name:

Organisation
(if applicable)

Street Address:

Town:

County:

Post
code:

E-mail address:

Tel:

2. Representative

If you are complaining on behalf on someone else, please provide your details below.

Full name:

Organisation
(if applicable)

Street:

Address:

Town:

Post
code:

Email:

Tel:

3. Service

Please tell us which CEDR service your complaint relates to:

- | | | |
|--|---|--|
| ☐ Telecoms | ☐ Home Building & Residential | ☒ Other |
| ☐ Post | ☐ Lottery and Gambling | |
| ☐ Healthcare | ☐ Holidays & travel | |
| ☐ Funeral services | ☐ Complaints review | |

Case reference number:

4. Your complaint

Please tell us about your customer service complaint. Please note that we cannot review any complaint about a conciliator/adjudicator/arbitrator or a decision they have reached.

5. Outcomes

What outcome/s are you hoping for?

6. Declaration

Please read the declarations and tick all boxes to confirm you understand them before signing this form.



I have read and understood the CEDR Complaints Procedure, acknowledging the remit of the Complaints Procedure.



I have tried to resolve this service complaint by contacting the relevant CEDR team without a satisfactory outcome.



I understand that I cannot appeal or request a review of the adjudicator/ arbitrator's decision. I also understand that I cannot make a complaint about an adjudicator/ arbitrator.

Print name:

Your signature:

Date:

Now please submit your complaint to us:

By post:

Complaints Team - Consumer Services
Centre for Effective Dispute Resolution
100 St. Paul's Churchyard,
London EC4M 8BU

By email:

complaints@cedr.com