

Having exhausted the necessary three-stage process of attempting to resolve a complaint directly with the Company in question, you have the right to request Alternative Dispute Resolution (ADR). The Company should already have provided you with a copy of their 'Complaints & Dispute' policy and procedure document.

BACTA ADR Service Request for Adjudication Form

Please post this form along with copies of any pertinent documents. Please note that we are only able to receive requests for ADR in the English language.

Your Details:

All fields marked with * must be completed

First name*

Last name*

Daytime telephone number*

Mobile number

Home address*

Line 1

Line 2

Town

County

Post code

Email Address*

Details of the incident that led to your complaint.

Your Details:

All fields marked with * must be completed

Company name*

Name of Premises*

Address of Venue*

Line 1

Line 2

Town

County

Post code

Company reference (if known)

Date of incident that led to the complaint*

Time of incident that led to the complaint*

Names of staff and management at the Company that you have communicated with so far
(if known to you)

Names and Addresses or contact telephone numbers of any independent witnesses (if applicable)

In your own words provide a clear and comprehensive account of your complaint and what you are seeking as redress.

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Please include copies of any other relevant documents.