

Alternative Dispute Resolution Scheme Application Form

The information we are asking you to provide will only be used to assist in resolving your dispute. All information supplied will be stored securely and will be retained for a period no longer than 6 years. Details of the consumer and the hair and or beauty salon or barbershop (name, address, phone number and email address) will only be shared with the parties involved in the complaint, Hair & Beauty Mediation staff, NHBF staff and bodies responsible for auditing ADR (e.g. the Chartered Standards Trading Institute). The information will be held in accordance with the Data Protection Act 1998 and EU General Data Protection Regulation. If you have any questions about the collection of your information, what rights you have or wish to complain about the use of your information, please contact the Quality & Standards Manager email to mediation@nhbf.co.uk

Please supply the following details:

YOUR DETAILS:	THE OTHER PARTY'S DETAILS
Name & address:	Name & Address:
Phone:	Phone:
Mobile:	Mobile:
Email:	Email:

Contact is normally carried out by email in order to avoid delays.

Preferred Contact Method(s): Email Post

Please provide brief details of the dispute/complaint:
 (The Quality & Standards Manager will contact if any further details are required)
 Please include any supporting material such as photographs, receipts¹

¹ Hair & Beauty Mediation will only consider written and photographic materials submitted by the consumer or the hair or beauty salon or barbershop. Neither of the parties will be expected to attend spoken evidence sessions, and there will be no follow-up with potential witnesses. Materials submitted by the salon or barbershop or the consumer will not be returned.

Please state the date when your complaint was first raised² with the hair or beauty salon or barbershop:

Date: ____/____/____

Please provide a summary of the outcome:

Did the salon or barbershop respond to your complaint in writing?

Yes No

Please provide the date and a copy of the letter (if applicable)

Date: ____/____/____

Was information provided about the Hair & Beauty Mediation for Alternative Dispute Resolution scheme from the hair or beauty salon or barbershop?

Yes No

I enclose the applicable Hair & Beauty Mediation for ADR fee of³ £_____

Statement:

I agree my complaint being referred to the above ADR scheme I agree to abide by terms detailed in the ADR scheme. I am aware that details of my complaint may need to be discussed with the other party concerned or relevant experts, and I am happy for necessary disclosure to take place ⁴	
Signed:	Date:

² You must raise a complaint first with the hair or beauty salon or barbershop, giving them the opportunity to resolve it before using Alternative Dispute Resolution.

³ There is a fee of £10+VAT for consumers, and £25+VAT for hair or beauty salons or barbershops for taking part in Alternative Dispute Resolution. Fees are non-refundable unless the salon/barbershop refuses to take part in ADR, in which case your fee would be refunded. You must make payment at the time of submitting your complaint to Hair & Beauty Mediation for ADR. If you have not paid your fee within 7 days, the application and any evidence submitted will be deleted. Salons or barbershops will be contacted by Hair & Beauty Mediation for payment. The salon or barbershop must also pay their fee within 7 days for the ADR application to progress.

⁴ All parties are expected to be honest in their dealings with each other and with Hair & Beauty Mediation. If the Quality & Standards Manager has any reason to suspect dishonesty, the complaint may be terminated.

Please forward this application for **ADR Hair & Beauty Mediation** by email to mediation@nhbf.co.uk or by post to:

Quality & Standards Manager
Hair & Beauty Mediation
One Abbey Court
Fraser Road
Priory Business Park
Bedford
MK44 3WH