

## Complaints Procedure - Alternative Dispute Resolution (ADR)

With BAR members carrying out more than 280,000 UK home moves in the UK every year it is inevitable that there will be some that end in dispute for one reason or another.

BAR takes all customer complaints involving its Members seriously so whilst the Association continues to regulate Members in line with membership Criteria and the CTSI Approved Code of Practice, there is also an **alternative dispute resolution** procedure in place that is operated by an external, independent body.

### The Furniture Ombudsman (TFO)

Complaints made against a BAR Member are handled exclusively by **The Furniture Ombudsman (TFO)**, a qualified, independent and approved Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

### When can the TFO help?

The TFO can only consider a dispute if all of the following criteria are met:

- The mover in question was a BAR member at the time of the move/service;
- The customer has already been through the mover's internal complaints procedure and the two parties have been unable to agree a satisfactory resolution;
- Eight weeks have elapsed since the date of raising the complaint or the mover has issued their 'viewpoint' letter;
- The matter was raised within 12 months of the service being delivered, and
- The dispute has NOT already been through the Courts

*NB: You can check if your removals and storage company is currently a BAR member here. If they aren't but you believe they were at the time of the service delivery, please contact BAR on 01923 699 480*

### Contact your mover

Contact the business in writing, if possible, (we recommend recorded delivery) or email, making clear the following:

- What you believe the business has not done as per the contract/quote
- What you would like them to do to resolve the issue

You can expect a reply from the business within three working days since receipt of your complaint.

### Contacting the TFO about your dispute

You can ring TFO's Consumer and Member Services team on 0333 241 3209 to find out how our process works. *NB. If you would prefer to choose a friend or relative to handle your complaint for you, we are happy to make the appropriate arrangements, and you can tell us about this in your application form.*

## What can you expect from the TFO

Once received, your claim will be assessed on an impartial basis. It will be investigated by one of TFO's highly professional and experienced team members. The service is free of charge to consumers. Independence and impartiality are at the heart of the scheme and the values to which the Ombudsman adheres are of utmost importance to everyone at TFO and BAR.

## Does the mover have to adhere to the TFO's decision?

Yes. If the Ombudsman makes an award in the consumer's favour, it is binding on the mover. If the award is accepted by the consumer, it becomes a full and final settlement. You are therefore prevented from making any further claims for compensation against the company in relation to this complaint.

## Please see below the Bar Code of Practice

<https://www.tradingstandards.uk/media/documents/commercial/codes-of-practice/bar.pdf>