

Disputes Service

• Kitchens • Bathrooms • Bedrooms • Home Offices



The KBSA is a trade association who may be able to help consumers who have a dispute with a retail member company. We offer a free conciliation service whereby we will endeavour to assist to resolve a dispute between consumers and member companies. A consumer is defined as a private individual who has entered into a contract with a member, and has not made the contract in the course of a business.

Please read these notes carefully

Below are the areas where the KBSA Disputes Service is not able to assist:

- ☐ The work carried out by a retailer started before they became a member of the KBSA
- ☐ The company/retailer has ceased to be a member of the KBSA
- ☐ You have not tried to resolve the dispute directly in writing with the member
- ☐ The work carried out by our member has been rectified or completed by another third party
- ☐ You do not want the KBSA member to return to site
- ☐ The dispute is being considered by another ADR body
- ☐ The dispute is being considered by the Courts
- ☐ The dispute is regarding compensation or financial disagreements
- ☐ You have sought legal advice
- ☐ You have instructed a legal advisor

The KBSA is not responsible for paying compensation or making a financial award on behalf of its members.

The KBSA is unable to provide on-site inspections or on-site consultations. However, a referral can be made to an independent expert where appropriate. There will be a fee levied by the expert for this service.

Disputes service role

The Disputes Service offers a free conciliation service. We will acknowledge receipt of your completed form and pass the relevant details from your form to our member. The member has 14 days to respond from the date the KBSA sends this information.

If the KBSA is unable to reconcile the dispute then we will refer the parties to independent mediation and/or arbitration. The KBSA uses 'Focus Mediation Ltd' who will make a charge for these services. More information about Focus Mediation can be found at www.focus-mediation.co.uk

Both arbitration and mediation are independent services available to KBSA members and their clients. However the KBSA has no responsibility for these services and their outcome. You can of course consider court action.

Dispute Resolution Ombudsman provides an Alternative Dispute Resolution (ADR) service free of charge for consumers and businesses registered with a TrustMark Scheme Provider. More information about the Dispute Resolution Ombudsman can be found at www.trustmark.org.uk/homeowner/support/complaints-process

The KBSA will not consider disputes if the parties have sought legal advice or instructed a solicitor.

The use of the independent arbitration or mediation services would still be available as appropriate.

Please answer all sections on the form and if necessary provide supporting papers. We will retain the information that you supply for the period of six years from the date of receipt of your complaint. Other than described above, we will not supply your information to any third parties without consent unless we are legally obliged to do so.

Our members are expected to adhere to the KBSA Code of Conduct. We can, if appropriate, refer the Member's conduct to the KBSA Board for consideration for breaches of our Rules and/or our Code of Conduct. This is an internal matter between the KBSA and its member and will be dealt with after the dispute service has come to a conclusion.

The KBSA is committed to providing quality services for the benefit of all users. However, violence, aggression, abuse (be it psychological, physical, sexual or verbal) bullying, harassment or intimidation will not be tolerated against members and members of staff under any circumstances. The KBSA reserves the right to withdraw any services and individuals could be reported to the police.

Please fill in all sections of this form in full and send it back to:

KBSA,
Mansfield Innovation Centre,
Oakham Business Park,
Hamilton Way,
Mansfield,
Nottinghamshire NG18 5BR

It is essential that you read the notes very carefully before you complete this form.

Please Provide Full Details

Membership number (for office use only)

Your Personal Details

Name

Address (Include address where works done
if different from your residential address)

Postcode

Email Address

Contact Number

Date the work started / /

If the work is finished please enter the date the work was completed / /

Details of Member

Name

Address

Postcode

Email Address

Contact Number

☐ I hereby authorise the KBSA to use the information provided on this form for the use of the Dispute Service

Details Of Complaint

Have you a written contract? (If so please provide a copy)

☐ Yes

☐ No

What is the total cost of the work?

How much have you paid so far?

Would you be willing to have the member back to remedy/complete works?

☐ Yes

☐ No

(Please note that we cannot assist if you do not wish to have the member back)

Is there a dispute over any outstanding monies? If so please give some brief details.

Please briefly describe the work that was carried out.

Have you had any remedial work carried out by a third party? If so please provide details.

Have you instructed a Solicitor or requested assistance from Trading Standards? If so please provide details.

Have you referred the dispute to another trade body that the member company may belong to?

☐ Yes

☐ No

Your Signature

Date / /

☐ I hereby authorise the KBSA to use the information provided on this form for the use of the Dispute Service

Please note that a copy of this page of the form will be passed to the member for their response

Your name

Address where works done

If the KBSA is unable to resolve the dispute, would you consider independent mediation or arbitration as appropriate? There is a charge for these services.

☐

Yes

☐

No

Please provide details of your complaint against our member and how you wish to come to a resolution.

You may continue on a separate sheet.