



CASE NUMBER	
RECEIVED (date)	

The Approved Workshop Scheme is a joint enterprise between the NCC (National Caravan Council), The Caravan & Motorhome Club and The Camping and Caravanning Club. It is the benchmark for tourer and motorhome habitation servicing.

I WISH TO MAKE A COMPLAINT

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| <p>1. COMPLAINTS GUIDANCE FOR CONSUMERS
Please ensure you have read this <u>before</u> submitting your complaint.</p> | <p>4. CASE FEE
If we advise you so, a case fee of £50 (+VAT) is payable to the NCC if a complaint is escalated to the Independent Case Examiner (ICE). It will be refunded in full if ICE's decision finds wholly or partly in your favour.</p> |
| <p>2. PLEASE WRITE OR TYPE CLEARLY
We need to be able to read and copy the form.</p> | <p>5. PLEASE SIGN THE FORM
We must send this form and the paperwork/evidence to the member for comment. We cannot do this without your permission.</p> |
| <p>3. PLEASE COMPLETE ALL SECTIONS</p> | |

Please Note: The AWS Informal Dispute Resolution Service (AWSIDRS) is only able to assist with complaints against companies who are currently in membership of the Approved Workshop Scheme (AWS). Before proceeding further please visit, www.approvedworkshops.co.uk/find-approved-workshop, to check whether the company with whom you have a dispute is an NCC member.

As part of the AWS Informal Dispute Resolution Service, AWS will gather evidence from both parties in this unresolved complaint and you are invited to give details below together with any evidence you think relevant. Upon receipt, provided your complaint is eligible, AWS will contact the member concerned with details of the complaint and they will be required to submit their own response. Once all the information has been collated we will decide if it is appropriate for us to attempt independent dispute resolution or whether we consider it more appropriate that the complaint is passed direct to the Independent Case Examiner (ICE) to resolve.

For all complaints escalated to ICE, a case fee of £50 (+VAT) applies, which must be received by AWS before ICE is able to consider your complaint. This case fee will be returned to you in full if the decision of ICE is wholly or partly in your favour.

ICE's decision is final and binding on both parties (neither side's statutory rights are affected). Please be aware that if AWS attempts to resolve it and cannot persuade both parties to reach an agreement, it will be passed to ICE.

YOUR DETAILS

NAME(S)		TITLE	
FULL ADDRESS			
TEL NO.		EMAIL	

MEMBER DETAILS

MEMBER WORKSHOP NAME			
ADDRESS			
POSTCODE			
CONTACT YOU DEALT WITH			
TEL NO.		EMAIL	

WHAT IS THIS COMPLAINT ABOUT?

(Briefly summarise the basis of your complaint in 2 or 3 sentences maximum please)

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LIST DOCUMENTS/EVIDENCE YOU ARE SENDING TO US

Some examples are listed below. Please tick and/or complete fields below as appropriate, send copies not originals and do not withhold information you think may be relevant. You may not have another opportunity to present it.

1)	Sales/purchase invoices		7)	Photos	
2)	Quotations/Estimates		8)	Service records	
3)	Emails		9)	Decision letter	
4)	Letters		10)	Written 3 rd party statements	
5)	Warranty documents		11)		
6)	Insurance documents		12)		

PLEASE GIVE DETAILS OF YOUR DISPUTE WITH RELEVANT DATES

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WHY ARE YOU DISSATISFIED?

WHAT STEPS HAVE BEEN TAKEN TO RESOLVE THE DISPUTE SO FAR?

WHAT HAVE YOU BEEN OFFERED?

WHAT DO YOU WANT TO HAPPEN AS A RESULT OF YOUR COMPLAINT?

CHECKLIST

Please ensure you have:

- read “Complaints Guidance for Consumers” to be aware of what we can / cannot help with
- completed all sections of this form
- sent in all relevant documentation/evidence

BEFORE SUBMITTING THIS FORM, PLEASE ALSO CONFIRM THAT:

- I/we have exhausted the company’s complaint procedure (i.e. we have received a final decision letter and are not happy with their response or the firm has exceeded the response deadlines)
- I/we agree to co-operate fully with AWS/ICE.
- This complaint has not been previously considered and is not currently being considered by any other redress scheme or other means (e.g. small claims court or through another trade body) and that we will notify immediately AWS and the member if this position changes
- I/we confirm that we have not instructed legal advisors to act on our behalf
- I/we agree ICE’s decision will be final and binding on both parties. (Neither party’s statutory rights are affected)
- I/we consent to AWS sending copies of this form and the evidence to the member about whom the complaint is against and to anyone else involved in resolving the complaint
- If advised to do so, I/we agree to pay the case fee of £50 + VAT if the complaint is escalated to ICE, which will be refunded in full if the decision of ICE is wholly or partly in my/our favour
- I/we agree that the AWS Independent assessor for our workshop will have access to just basic information in relation to this complaint.
- I/we understand that all information relating to this complaint will only be kept for 3 years

SIGNATURE

PRINT NAME	SIGNATURE	DATE

Please return to:

AWS, Catherine House, Victoria Road, Aldershot, Hampshire, GU11 1SS

Email: info@approvedworkshops.co.uk