

**Information supplied in accordance Schedule 4 (Regulation 10.1) of the
Alternative Dispute Resolution for Consumer Disputes (Competent Authorities
and Information) Regulations 2015**

Official name of ADR body: The Retail Ombudsman

Address: 33 Floor Euston Towers 286 Euston Road London NW1 3DP

Tel: 0845 680 3548

E mail: enquiries@theretailombudsman.org.uk

Web Address: www.theretailombudsman.org.uk

Fees charged: Free for consumers to use. If an expert report becomes necessary the consumer will be asked to fund the cost although this will be refunded by the retailer if the Ombudsman ultimately determines in the consumers favor.

Language that complaints can be submitted and handled: Complaints can be handles in English, Spanish, French, German, Welsh and Polish.

Types of disputes covered: Complaints relating to returning goods, faulty goods, missing parts, delivery, customer service, pricing, misrepresentation and product description.

Sectors and categories of disputes covered by each ADR body: Goods or services purchased either in store or online from retail businesses including high street and online shops, catalogues, garden centers, petrol station forecourts and delivery

Dispute handling options e.g. in person, written, oral: Complaints can be submitted by post - consumers who do not have access to the internet can telephone 0203 137 8268 and ask for a complaint form to be posted to them. Online-complaints can be filed by an online portal accessed via the home page of the website.

Is the outcome of the procedure binding or non-binding: Non binding unless consumers agree to be bound. If they do not agree to be bound and are unhappy with the outcome they can still take they complaint elsewhere (such as a court).

Grounds for refusal: Are contained in the terms of reference.

The Ombudsman shall not investigate a complaint (or any part of a complaint), or shall discontinue his investigation a complaint (or any part), if:

- a. at any time it appears to the Ombudsman that it is more appropriate for the complaint to be dealt with by a Court or under another independent complaints, conciliation or arbitration procedure;
- b. at any time the Ombudsman finds out the complaint is already being or has been considered by a Court, or under independent complaints, conciliation or arbitration procedure, he should discontinue his investigation. If that other body is not considering all aspect of the complaint or if that body is not designed to offer financial compensation to the complainant, the Ombudsman may then resume his consideration of the complaint; and
- c. In the Ombudsman's opinion the complaint does not have a reasonable prospect of success or he considers the matter to be frivolous or vexatious.