

# Independent Arbitration for Customers

## Cavity Insulation Guarantee Agency (CIGA)

### Application Form

#### What is this Application for?

- This application form is for the customer to bring a claim against a CIGA Registered Installer if they have not been able to resolve the complaint directly with the Installer and after escalating the complaint to CIGA.
- The application form will ask you for the details needed to understand what you would like the installer to do under the CIGA Guarantee.
- Arbitration is legally binding under the Arbitration Act of 1996 and can only be appealed in the High Court on a very narrow set of circumstances related to procedure.

#### What do I need to do?

- Please read the Scheme Rules carefully before you fill in and return this form. They should be attached to this application form and can also be found on the CEDR website.
- Fill in the application form giving as much information as you can.
- It may take you some time to go through the application form and to get all your facts together, but having all the information will help us assess your case fairly.
- This process is conducted entirely in writing. You must ensure that you provide sufficient information and supporting evidence to substantiate your claim.

**Applicants are required to submit an application fee of £120 (£100+VAT)**

**The fee will be refunded by the installer by order of the arbitrator if your claim is successful.**

Before you can make an application:

- You must first use and exhaust the Installer's own complaints procedure.
- You must refer the matter to CIGA.

You must reach a point where CIGA has issued you with an application form.

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, another language, etc.). If you require assistance in completing this form please contact CEDR:

By telephone: 0207 520 3800

By email: [applications@cedr.com](mailto:applications@cedr.com)

Visit the website: [www.cedr.com/consumer](http://www.cedr.com/consumer)

CEDR opening hours: 9:00am to 5:00pm, Monday to Friday

**IMPORTANT: SAVE A COPY OF THIS PDF ON YOUR PC BEFORE COMPLETING AND UPLOADING THIS FORM.  
IF YOU COMPLETE THIS FORM IN YOUR BROWSER YOU WILL NOT BE ABLE TO SAVE IT AND IT WILL APPEAR BLANK WHEN UPLOADED.**

## 1. About you (the Customer)

Please give us your details.

Full name:

Street Address:



Town:  County:

Postcode:  Tel:

E-mail address:

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## 2. Representation

If you have a representative acting for you, please give details below.  
If you do not have a representative, go to part 3.

Full name:

Organisation:

Street Address:

Town:  County:

Postcode:  Tel:

E-mail address:

(If you give the address of a representative, this is the address we will write to about this application.)

### To be signed by the customer

I hereby give my authority for the above named person to represent me:

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

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## 3. Installer's details

Installer's name:

Street Address:

Town:  County:

Postcode:  Tel:

E-mail address:

#### 4. Issues in dispute

In the space below, please tell us what service or event you complained to the installer about.

Date the work was carried out:

Guarantee Number:

Date you first complained to the Installer:

CIGA Case Reference:

Date your referred the matter to CIGA:

**5. What specific actions would you like the Installer to take?**

The arbitrator has the power to order the installer to take one or more of the following specified actions:

- Give you an apology;
- Complete specified works to rectify a defect in the materials or workmanship;
- Complete specified works to rectify damage that directly results from a defect.

In the box below, please provide details of the actions you would like the arbitrator to order the installer to undertake:

Example:

Action	Reason
<i>Remove insulation from wall cavity and redecorate damaged wall</i>	<i>Condensation caused by insulation has caused rising damp, see attached photographs.</i>

Action	Reason

**6. Are you asking the arbitrator to award you compensation?**

The arbitrator can also order the installer to pay you a nominal sum of up to £100.00 to recognise a poor standard of customer service. Would you like the arbitrator to order the installer to do this if your claim is successful?

Yes

No

Please note the arbitrator can only order compensation up to a maximum of £100 under this scheme

## 7. Declaration

### Data Protection Act

The Data Protection Act allows CIGA and CIGA Registered Installers to provide information and/or documents about you to CEDR Scheme administrators and the arbitrator with your consent. By completing this form you are giving your consent.

Please read the statements below and tick **all the boxes** before signing this form.

I understand that it is my responsibility to obtain the information I need to fully understand the arbitration process and that I can ask CEDR for guidance by telephone, email or via the CEDR website.

I apply to CEDR to appoint an arbitrator to settle this dispute in accordance with the Scheme Rules.

I have the authority to commit to arbitration.

I have tried to resolve this matter through the Installer's complaints procedure and via CIGA

I understand that it is my responsibility to provide evidence supporting my claim and I attach my documents / materials, as evidence to support my claim.

I have not previously referred this dispute to either the Courts or any other Redress Scheme.

I understand the claim cannot exceed the relevant CIGA Guarantee.

I understand that the arbitrator's award will be legally binding on both parties.

I enclose payment of £120 (£100 plus VAT) made payable to CEDR Services Ltd.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

## Submitting your application

Now please submit your application and supporting evidence to us:

**By post:**

CIGA Arbitration  
Centre for Effective Dispute Resolution  
70 Fleet Street, London, EC4Y 1EU

**By email:**

[applications@cedr.com](mailto:applications@cedr.com)

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## Payment from

Please make cheques payable to 'CEDR Services Limited' or you may pay by debit or credit card by completing this form

Personal Details			
First name:			
Last name:			
Email:		Telephone:	
Street:			
Town/City:			
County:		Post Code:	

Payment Details			
Invoice Number: (if known)			
Amount to pay:	£120.00 (£100+VAT)		
Name on Card:			
Payment Method:			
Card Number:		Security Code:	
Start Date: (if shown)		Expiry Date:	
Additional Comments:			