

**BWF Consumer Dispute Form**

BWF Consumer Dispute Form

BWF is able to offer some assistance to consumers who have a dispute with a BWF member company with a free correspondence based service whereby we will endeavour to reconcile dissatisfied consumers with 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.**

While BWF Primary members must meet certain criteria to join, the membership in itself does not offer any guarantee on the individual products. This service covers joinery products manufactured in the UK by current Manufacturing members (primary members) of the BWF or BWF Stair Scheme. It does not cover Associate, Affiliate or Overseas members of the BWF.

**Please ensure that you read the guidance carefully before completing the form. Below are examples of areas where the BWF is not able to assist:-**

• We are unable to assist if the trader/company has ceased to be a member of the BWF.

• We are unable to assist with disputes that do not relate to joinery products manufactured by BWF members.

• We are not responsible for paying compensation or making a financial award.

• We cannot become involved if either party has commenced legal proceedings or employed/involved a third party to resolve the dispute for example a Solicitor, Trading Standards or another trade body.

• We are unable to offer site inspections as part of this service but subject to agreement with the BWF member, we may be able to help provide independent technical experts with extensive experience in the joinery industry. There is a charge for this service. Upon agreement we may also be able to provide more general technical assistance, but this will be charged at non-member rates.

• Where the product or work in question has been manufactured or carried out more than 4 years ago.

• Where the product or work in question has been manufactured or carried out outside of the UK.

**What can BWF do?**

The Disputes Service offers a free correspondence based service. Upon receipt of your completed form, we will pass the relevant details from your form to our member. The member has 14 days to respond to the BWF. If the BWF is unable to reconcile the dispute then we can suggest to the parties to consider independent adjudication through RICS.  If adjudication is not appropriate then we can refer the parties to mediation through Small Claims Mediation. There is a charge for these services.

The BWF monitors the conduct of its members and members are expected to adhere to the BWF Code of Conduct.  We can if appropriate refer the Member’s conduct to the BWF Code of Conduct Committee for consideration for breaches of our Rules/Code of Practice. This is an internal matter between the BWF and its member.

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| **Is the work that you want to complain about covered under a warranty/insurance?** |
| **If so, please provide details:** |

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| **Your Name:** |
| **Signed:** | **Date:** |
| **Your Address:** |
| **Postcode:** |
| **Telephone:** | **Mobile:** |
| **E-mail:** |
| **Address where work has taken place (if different):** |
| **Postcode:** |
| **Contact at site:** | **Site phone number:** |

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| **Trading Name of member** |
| **Address and Postcode:** |
| **1st Contact:** | **Telephone:** |
| **E-mail** |

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| **Date the work started** |
| **Date the work was completed (if completed)** |
| **Have you a written contract? (If so, please provide a copy)** |
| **What is the total cost of the work?** |
| **How much have you paid so far?** |
| **Have you tried to sort out the problem with the joinery manufacturer?** |
| **If yes, then please provide details** |
| **Have you had any remedial work carried out by another joiner?** |
| **If yes, then please provide details** |
| **Have you instructed a solicitor or third party to try to resolve a dispute?** |
| **If yes, then please provide details** |
| ***PLEASE NOTE THAT A COPY OF THIS PAGE WILL BE PASSED ON TO THE MEMBER FOR THEIR RESPONSE*** |
| **Your Name:** |
| **Address where work done:** |
| **Postcode:** |
| **Please provide details of your complaint against the BWF member joinery company:** |
| **How ideally would you like to see your dispute resolved?** |

**Please return the fully completed form to the BWF by post – The Building Centre, 26 Store Street, London WC1E 7BT, e-mail (bwf@bwf.org.uk) or by fax - 0844 209 2611**

The BWF 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 of staff under any circumstances. The BWF reserves the right to withdraw any services and individuals could be reported to the police.