

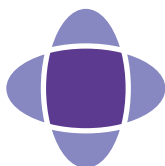
ANNUAL REVIEW

The Ombudsman

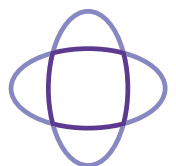
Inspiring consumer confidence since 1992

2017

The Furniture
Ombudsman



Dispute Resolution
Ombudsman



0333 241 3209
www.disputeresolutionombudsman.org
www.thefurnitureombudsman.org

3-4 Viewpoint Office Village
Babbage Road
Stevenage, SG1 2EQ



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Our people

Dear Reader

"In many ways 2017 represented a historical milestone for the Ombudsman. During an eventful 12-months we relocated offices to a new modern environment, celebrated the 25th anniversary since the organisation was established, and observed as the service was used by more consumers and businesses than ever before."



We have continued to invest in the service and our staff. To meet demand, we have recruited a new crop of talented individuals and towards the end of the year we launched a new state-of-the-art case management system that was developed in-house to meet the needs of our members and their customers. Our ongoing programme of staff development continued spurred on by the team attaining more individual accreditations and professional qualifications than ever before. Our government approval to provide Alternative Dispute Resolution services maintained. In addition, such as their quality, our entire range of training courses were externally accredited by City & Guilds which I am sure will benefit industry and help to raise standards.

Whilst all of us at the Ombudsman are able to reflect on 2017 fondly, none of us are complacent about the future. As the profile of the organisation continues to grow and the quality of our work becomes recognised more widely, I am sure that more opportunities will be presented to us in 2018. Whilst we must always be ready to accept those new and exciting challenges, I am mindful that we must retain the high standards that we set for ourselves and carry the momentum forward during the coming months.

I hope that you enjoy reading our Annual Review 2017.



Chartered Trading
Standards Institute

Approved by Government under the
Alternative Dispute Resolution for Consumer
Disputes (Competent Authorities and
Information) Regulations 2015

Kevin Grix

CHIEF EXECUTIVE AND CHIEF OMBUDSMAN

A year at a glance

January

Our Independent Standards Board meets in London

February

Founding members of The Consumer Protection Alliance meet

March

We have all our training courses accredited by City & Guilds

April

We move into a new office

May

We develop our 'Dealing with Vulnerable Consumers' training course

June

We host our annual members' workshop

July

We support the Young Professional Industry Experience Day (YIPE)

August

Our Independent Standards Board meets in London

September

We launch our new Case Management System

October

We celebrate our 25th anniversary

November

Our Board of Directors meet

December

Our Independent Standard Board meets in London

Foreword



"I am proud to be part of the Ombudsman's heritage as a not for profit, independent government approved ADR scheme, and as Chair of The Board of Directors, I am committed to help safeguard the Ombudsman's interests so that it is free to operate effectively and independently."

In the year that has passed, the Ombudsman invested more time and energy than ever before working with its members and consumers, handling every contact with diplomacy and impartiality.

2017 will undoubtedly be viewed by many of our members and consumers as a year of uncertainty and change. Despite this backdrop, the Ombudsman continues to be a stable, experienced, reliable, and trusted independent dispute resolution organisation.

The Ombudsman's not for profit status means we are well positioned to reinvest capital into training our staff and improving our systems for an enhanced service to members and consumers. Last year we reached a proud milestone when we were able to launch our case management system which we designed in house specifically for our members and consumers' needs.

I also record my sincere gratitude for the input of our diligent Standards Board whose independence and wisdom guides the Ombudsman's decisions so effectively.

Whatever the year ahead has in store for us all, the Ombudsman looks forward to working collaboratively with traders and customers, continuing to raise standards and inspire consumer confidence.

Billy Quinn
BOARD CHAIRMAN

About us

We are an independent, not-for-profit, government approved Ombudsman. We offer Alternative Dispute Resolution (ADR), training and advice to traders and consumers in the retail, furniture, and home improvement industries. We are a voluntary scheme; each member chooses to work with us and trusts us with their most prized asset: their consumers.

We were set up by the Office of Fair Trading in 1992. We pride ourselves on the incredible expertise that we have acquired over the past 26 years, including accredited training, a diverse team of professionals, a membership base that covers over 16,000 outlets and independent traders. Last but not least, we work tirelessly to protect consumers' rights and promote fair trade.

Each year we continue to improve our training courses to make sure that we offer our members the best guidance as to what constitutes fair practices. We position them to offer leading customer service to their consumers. We are also proud to bring the industry together through the members' workshops that we organise. This is not just an opportunity to get an update on consumer law, but also to spot trends and share good practice, so consumers benefit from an enhanced experience when shopping with our traders.

We recognise that traders in these sectors are diverse and face different challenges. We want to understand these challenges and be prepared to support businesses in tackling them, we have been creating alliances and non-commercial partnerships with relevant industry bodies and organisations.



City & Guilds accredited training

We offer a wide range of City & Guilds accredited training courses, from consumer service, to GDPR and product specific. Each participant receives an accreditation certificate, subject to passing a validation at the end of the course..

[Read more on page 10.](#)



Tailored training

We also offer a range of in-house training courses which are tailored to the specific needs of retailers and manufacturers, and helps them improve their customer service processes.

[Read more on page 10.](#)

Consumer Protection Alliance

We are a founding member of the Consumer Protection Alliance, a non-commercial, not for profit organisation to promote consumer safety and protection. Founded by Certsure LLP (trading as ELECSA and NICEIC), Gas Safe Register, Which? Trusted Traders and Dispute Resolution Ombudsman, the Alliance is the first of its nature in the United Kingdom.

Together with our partners, we will be using our combined resources and combined media reach to educate consumers, landlords and businesses on the most frequent causes of injuries and fatalities in the construction, gas and electrical installation industries.

Furthermore, it is our intention to assist policy makers in order to create more effective consumer legislation.



In the press

We continue to work with our members to help them promote their membership to a wide audience. This helps consumers to understand the added benefits of membership and to make informed decisions about where they shop.

We often feature on national television, offering legal advice on shows like 'Rip Off Britain' and 'Don't Get Done Get Dom'.

Alongside working with industry trade publications, we understand that regional coverage can be very valuable to both large and small members who wish to communicate their commitment to raising standards near their outlets. Our team creates press releases for all new members and additional news stories to gain local and national coverage.

Help, support, and advice

We offer services to both consumers and businesses and deal with thousands of contacts each month. Our advice line helps businesses understand their legal obligations to consumers. This reduces the risk of disputes arising and helps ensure that all parties get a fair deal.

We offer help and advice to consumers via our websites:

www.thefurnitureombudsman.org

www.disputeresolutionombudsman.org

See page 9 for testimonials.

Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) is a process used to resolve disputes between two parties and acts as an alternative to going to court.

With a heritage of over 25 years, we are the most recognised body for resolving disputes between consumers and retailers in the furniture, retail and home improvement industries.

A trader must be a member of The Furniture Ombudsman or Dispute Resolution Ombudsman before their consumers can benefit for free from our ADR service.

More info on the disputes we handled in 2017 on page 6.

Results 2017

Consumer contacts in 2017 typically took place by telephone, letter, e-mail and via our website. Reasons for consumers contact include a wish to obtain consumer law and shopping advice from our website, to register a dispute with a retail member, and to find out the status of an open case.

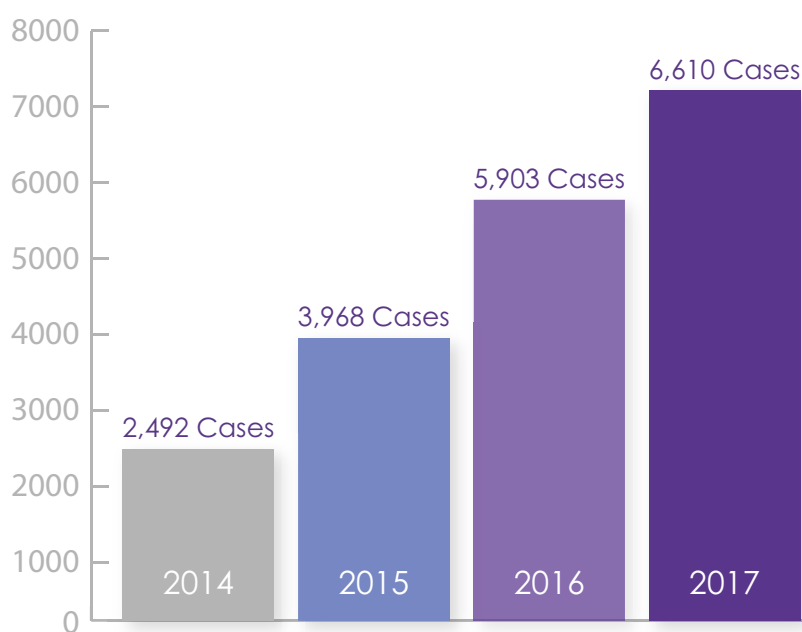
This report includes data from 2014, 2015 and 2016 for reference.



Case volumes

In 2017 we closed 6,610 complaints about our members. These were registered from within the United Kingdom and France.

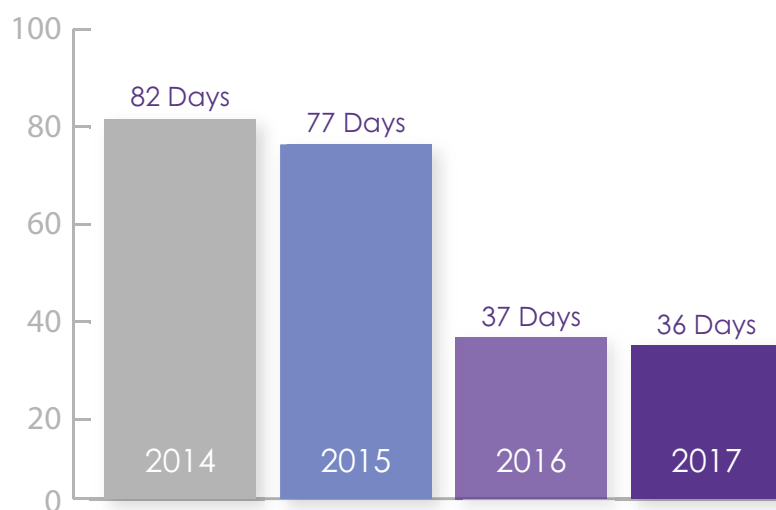
Although case numbers increased in 2017, so did our list of registered members. We have also launched our online case management system and improved general processes. In 2017 we had another record year in terms of efficiency and productivity. Furthermore, our teams got bigger, with new staff joining the consumer and member services team and the Ombudsman team.



Days to complete a case

We estimate that on average our conciliation process lasted 36 days per case.

This went down by 3% from 2016, when on average our conciliation process lasted for 37 days.

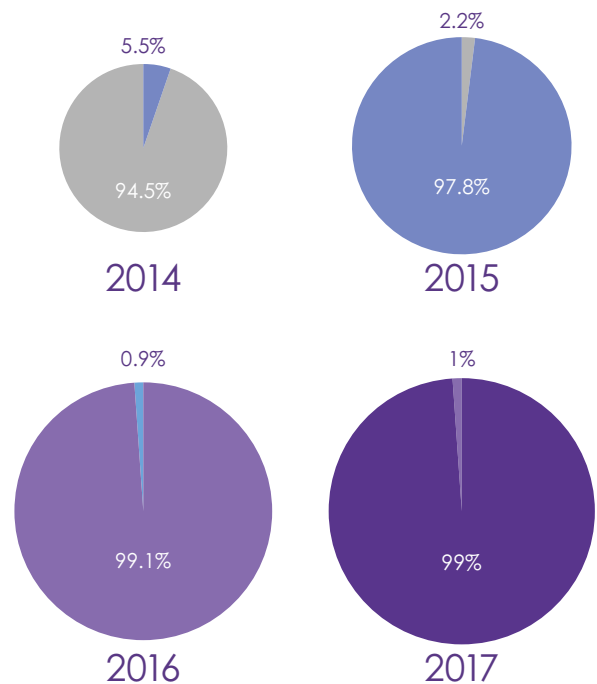


Case outcomes



Adjudications and conciliations

When an application is received from a consumer, detailing a complaint against one of our registered members, the claim is investigated through our conciliation process. Initially, we may be able to decide on the validity of a claim, recommend or uphold an offer which has already been made prior to our involvement, or negotiate a settlement. In 2017, 99% of our cases were resolved or closed because of our conciliation process. Our conciliation process guides the parties through the dispute, requesting evidence from both sides in support of their assertions and can lead to several outcomes. A settlement was reached or a remedy was awarded to a consumer in 60.8% of the cases that were closed during this process. These remedies included full or partial refunds, replacement products or works to put things right (such as installation fixes and repairs). In some instances we also awarded financial compensation.

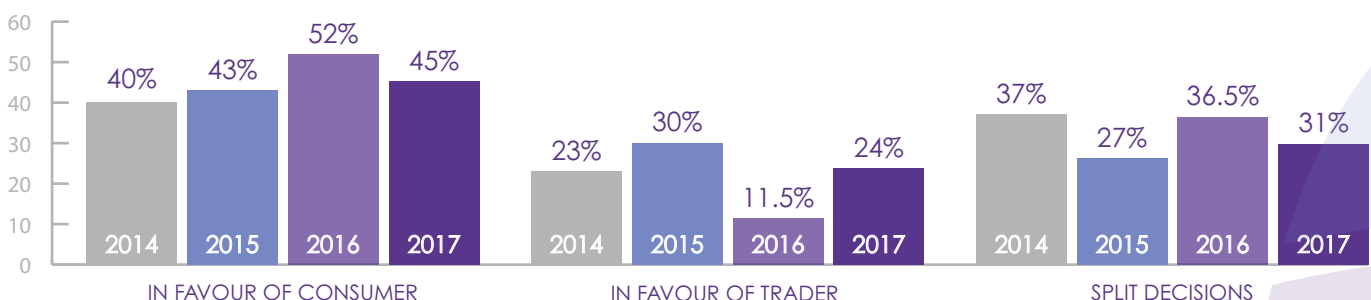


Where agreement cannot be reached or there is conflicting evidence made available to us during the conciliation process, we may then formally adjudicate. All our decisions and adjudications are binding on the member.

In 2017, 1% of the total cases that we looked at required an adjudication. Of these:

- 45% of all adjudications were found in favour of the consumer and an award was made. Awards may have included a refund (full or partial), repair, replacement, additional works and/or compensation.
- 24% of all adjudications were not upheld in the favour of the consumer and we found in favour of the retailer.
- 31% were split decisions. In these cases part of the consumer's claim was upheld and other parts were not.

In each of these cases, we asked an independent expert to visit the consumer's home to view the goods/installation, so that they could help us with our decision. There were no instances of non-compliance (where a settlement could not be agreed or enforced) in 2017.



Goods and services

In 2017 we accepted complaints about various furniture, home improvement goods and related services, such as fitting and installation, and other service contracts entered into by consumers.

The table opposite gives a breakdown of the product categories in which we became involved.

CATEGORY	%
Upholstery Sofas • Armchairs • Corner units • Footstools • Recliners	43%
Bed Divans • Mattresses • Bedsteads	6%
Flooring and doors Carpets • Laminates • Hardwood • Tile floors • Doors	3%
Bathrooms (product and installation) Baths • Showers • Toilets • Sinks	9%
Cabinetry (including bedroom and office furniture) Sideboards • Dressers • Wardrobes • Drawers • Desks • Fitted office furniture	20%
Kitchens (product and installation) Cabinets • Worktops	16%
Other Conservatories • Boilers • Outdoor furniture	3%



What they say about us

What members say about us.

"We recognise and value the increased reassurance our membership provides consumers. For this reason, we actively promote our partnership, during and after the sales process, through a range of channels. This ensures customers understand that they are able to buy with total confidence."

TESCO

"Adherence to a Code of Practice ensures we constantly strive to improve our customer service and discussions and meetings with The Ombudsman provide essential information to achieve that. The service is fantastic – their staff take time to understand your business and work with you to reach independent resolutions that are fair to both parties. Training is another vital element of the membership, particularly in relation to relevant legislation changes. Joining the scheme sends out a message that inspires customers; Homebase is a member of The Furniture Ombudsman, offering consumers independent advice, guidance, and more importantly, protection. "

HOMEBASE

What consumers say about us.

Jude has been great from the beginning of the process right up to the end. She has been calm, patient and keeping me informed of the progress of my case at every step. Even though it has been as stressful time, she has made it more bearable. She has been persistent in chasing the trader and has got a good result for us. Thank you.

Tammy Turnball, consumer

Brilliant service from a friendly team helping us throughout the process. We had been trying to get a result for 14 months, but two weeks after their intervention, we agreed a resolution with the trader.

Mark Taylor, consumer

Training

In 2017 training continued to be a big part of what we do here at the Ombudsman, central to our approach of working with our members to resolve complaints before they turn into disputes.

A combination of theoretical learning and practical delivery, our workshops and training courses are designed to help raise standards by informing businesses of their obligations and developing their understanding of best practices. The overall aim is to help traders make their processes more efficient for the benefit of their customers and their business alike.

Training workshops

- Principles of consumer law and understanding upholstery complaints
- Consumer law and customer service (2 days)
- Principles of consumer law and dealing with vulnerable consumers
- Pricing and advertising compliance
- General Data Protection Regulation (GDPR) compliance
- Principles of consumer law and understanding bed and mattress complaints
- Principles of consumer law and understanding home improvement complaints
- Principles of consumer law and understanding upholstery complaints



"I cannot recommend this course highly enough. I found it both extremely informative and enjoyable in equal measure. The knowledge of the course trainers was exceptional and the information gained from the two days will definitely be of huge benefit to myself and to AIS."

Darrell Cooper

Partnership Trading Manager - AIS



"I recently attended the Accredited City & Guilds training programme and found it to be challenging, engaging and thoroughly insightful. The training components were a fantastic balance of presentation, discussion and practical tasks and I am using much of what I learnt to my advantage back in the workplace."

Sue Emery

Relationship Manager - Which? Trusted Traders



For more information on our accredited courses, enquiries, or for bookings, please e-mail us at workshops@thefurnitureombudsman.org, or call 0333 241 3209

Standards Board

To help preserve our independence and provide an invaluable set of checks and balances to our work, the Standards Board regulates how we operate. All of our Standards Board members share our vision of inspiring consumer confidence and raising industry standards, and work with us on a voluntary basis.

Governed by a set of by-laws, the Standards Board regularly reviews a cross-section of our adjudications, to assure they are both fair and reasonable. The Standards Board also oversees our rules, practices and procedures.

Guy Pratt

(CHAIR)

Assistant Director of Community Protection at Hertfordshire County Council

Guy Pratt's role makes him responsible for community safety, Trading Standards, and the Fire & Rescue Service's business enforcement and citizen engagement. He is the Vice-Chair of the Hertfordshire Safeguarding Adults Board, and a member of the Hertfordshire Safeguarding Children's Board.

Guy has over 30 years' worth of experience in the field of consumer protection. He has chaired the Association of Chief Trading Standards Officers (ACTSO) and trained and qualified as a trading standards officer in London. He has been involved with the Ombudsman's Standards Board and Advisory Panel for over a decade.

Ed Duggan

CFO FISHPOOLS

Ed Duggan has worked in retail for many years, with experience ranging from the shop floor, IT, supply chain, administration, finance and logistics functions through to the board room.

This experience has ranged from high street to out-of-town and online retailing, fast moving food and fashion to big ticket furniture. Ed has worked for listed companies, private and family owned organisations building up an extensive experience of all elements of retail from both a business and consumer perspective. The last 12 years have involved board level roles in national and regional furniture retail in the UK.

"I am really pleased to be able to bring some of my experience to what is already a very strong Standards Board team. The Ombudsman plays a key role in providing a fair and impartial dispute resolution service to customers and retailers alike and in the fast moving world in which we all live and work today it's important that any guidance we can provide keeps the organisation moving forwards for the benefit of all concerned."

Dr. Naomi Creutzfeldt

UNIVERSITY OF WESTMINSTER

Dr Naomi Creutzfeldt has a wealth of experience in conducting research on ADR bodies and their users. She has worked on consumer ADR in Europe for the past seven years (at the University of Oxford and now at the University of Westminster), secured grants (and consultancy projects) to understand users' expectations of ADR bodies as well as what enhances trust and legitimacy of ADR. Naomi has published her findings widely in the academic sphere as well as in stakeholder and policy documents, presented at many conferences and knowledge exchange workshops. She has a close working relationship with many of the UK ADR providers. She is currently writing a book about ombudsman schemes.

Dr. Richard Kirkham

THE UNIVERSITY OF SHEFFIELD

Dr. Kirkham has written widely on the ombudsman institution, scrutinising its capacity to operate as a fair and effective dispute resolution service. In 2007 he was commissioned to write a parliamentary report on the 40th anniversary of the Parliamentary Ombudsman, and in 2012/13 was a member of an independent team that evaluated the Local Government Ombudsman.

Brenda McNamara

ACCREDITATION MANAGER, HOMEBASE

Brenda McNamara has spent the last 29 years in the retail industry with 18 years' worth of experience working in the furniture and home improvement industry. Brenda spent 15 years as a Customer Service Manager dealing with all aspects of service and resolutions, followed by 3 years in the kitchen bathroom & bedroom installations service.

Isabel Barrell

FORMER MANAGING DIRECTOR, WESLEY BARRELL

Isabel Barrell is the former managing director of (at the time) family owned and run Wesley-Barrell Ltd. The company was one of the founding members of The Furniture Ombudsman. Isabel has over 25 years worth of experience in business and nearly 20 years in upholstery, manufacturing and retail. Isabel has been on the Standards Board for over 10 years.

Jim Potts FTSI, DCA, MBA

FELLOW CTSI AND RETIRED HEAD OF LANCASHIRE TRADING STANDARDS

Jim Potts is the former Head of Trading Standards with Lancashire County Council. A Fellow of the Chartered Trading Standards Institute, Jim has a wealth of experience in dealing with consumer laws and complaints regarding furniture.

Jon Walters

SERVICE DELIVERY MANAGER, CITIZENS ADVICE

Jon Walters has worked in a number of consumer protection roles during his career. He possesses an in-depth understanding of the consumer landscape, as well as the legislative and regulatory frameworks that underpin it.

Jon currently works as a Service Delivery Manager for Citizens Advice, overseeing the operation of their national consumer advice functions. Through this role, he maintains his strong links with Trading Standards services across the country, and other key organisations that offer support to consumers. He is also involved in helping to develop the service, particularly in light of the ongoing legislative reforms in relation to consumer rights.

"Consumers and traders can feel reassured that the scheme is underpinned by a code of practice for members, and a Standards Board that I, and others, sit on to provide oversight and guidance. I, and the other members of the Standards Board, are all proud to be associated with this Ombudsman - a scheme that raises standards and inspires consumer confidence."

Paul Wright

OPERATIONS MANAGER FOR HOME, MARKS & SPENCER

Paul Wright has over 35 years of experience in the retail and service environment, with Dixons and Homeserve, across a variety of roles. His current position is Operations Manager for Home at Marks & Spencer, where he is responsible for the customer journey across suppliers, stores and after-sales.

Our people

Senior staff



Kevin Grix, LL.B (Hons), ACI Arb

CHIEF OMBUDSMAN AND CEO OF THE FURNITURE OMBUDSMAN

Kevin graduated from a law degree, prior to studying to be a Barrister in London, at the Inns of Court School of Law. He was called to the Bar by the Honourable Society of the Inner Temple, after successfully passing his Bar exams and is also professionally qualified by the Chartered Institute of Arbitrators (CI Arb).

Kevin is a Freeman of the City of London, Liveryman at the Furniture Makers' Company, and represents the Ombudsman on the All Party Parliamentary Group for furniture at the Houses of Parliament. He is a member of the Chartered Trading Standards Business Members Group, and sits on the executive committee of the Ombudsman Association and the advisory board at the Independent Football Ombudsman.



Richard Griffin, ACI Arb

DIRECTOR OF OPERATIONS AND SERVICE DELIVERY

Richard is responsible for the day to day management of the Ombudsman, ensuring that the highest standards are achieved and maintained in accordance with our rules, values and quality assurance policies. He is responsible for promoting the work of the Ombudsman and fostering relationships with all of the stakeholders that have an interest in our work or that use our service.



Judith Turner, LL.B (Hons), ACI Arb

HEAD OF ADR AND SENIOR OMBUDSMAN

Judith read Law at King's College London for 3 years before graduating with honours in 1998. She went on to complete the Legal Practice Course (LPC) and a training contract before qualifying as a solicitor in 2001. Judith was previously employed by a city law firm, practising in Commercial Law. Judith also specialises in Alternative Dispute Resolution and joined the Ombudsman in 2011. Since her appointment, Judith has written and presented training courses on Consumer Law and Compliance.



Sarah Griffett, LL.B (Hons), ACI Arb

HEAD OF CASEWORK AND SENIOR OMBUDSMAN

Sarah joined the Ombudsman in June 2015. Sarah read law for 3 years prior to graduating with honours in 2008. Later the same year she took up an advisory post at Consumer Direct, the national Government backed consumer advice service which was operated by the Office of Fair Trading. After a short spell with Citizens Advice, Sarah moved in to the private sector in 2010 where she worked as a Customer Service Executive responsible for managing commercial contracts and customer complaints.



Sarah Simmonds

HEAD OF CONSUMER AND MEMBER SERVICES

Sarah joined The Ombudsman to lead the work of our Consumer and Member Services Department. Sarah has spent her career in managerial positions within market-leading commercial and not-for-profit organisations including a research association that influences regulatory change at a European level.



Alexandra Dobocan, BA(Hons), MSc (Res), MCIPR

HEAD OF COMMUNICATIONS AND PR

Alexandra is MCIPR accredited practitioner with the Chartered Institute of Public Relations and a Freeman of the Furniture Maker's Company, where she was also appointed to the Communications Committee. She holds a BA (Hons) in Public Relations from The University of Bedfordshire and has undertaken a Master's by research in online communications norms, at the same university.



Fiona Baxter

HEAD OF HR

Fiona is a senior HR professional with broad range of operational and change management experience gained in a variety of sectors including customer services, sales, manufacturing and facilities management organisations.

Alternative Dispute Resolution team



Katie Lin, LL.B (Hons), ACI Arb

OMBUDSMAN

Katie studied Law at The University of Westminster for three years before graduating with honours in 2016. During her studies she worked for a leading home improvement retailer where she gained valuable experience in the home improvement customer service sector. Prior to joining the Ombudsman Katie worked as a paralegal for a London based law firm, where she gained practical experience in various areas of law. Katie also travelled the world during her gap year, time in which she developed invaluable social skills which enhanced her ability to form long-lasting relationships within a number of cultures.



Eby Oligboh, LL.B (Hons), ACI Arb

OMBUDSMAN

Eby studied law at the University of Southampton and graduated with honours in 2014. She then went on to complete the Legal Practice Course (LPC) at BPP Law School where she focused on Corporate Finance and Intellectual Property Law. Eby has since continued to develop her legal expertise through placements at leading commercial law firms in London and as a Citizens Advice Advisor where she handled a diverse range of legal issues and directly managed customers' concerns.



Jude Gosden, BSc (Hons), LL.Dip

OMBUDSMAN

Jude attained a life science degree at University College London. She later went into forensic science and worked for the Metropolitan Police for over twelve years.



Rosie Tackley, BA (Hons), MSc, LL.Dip, Pg.Dip

OMBUDSMAN

Rosie is a College of Law LPC graduate, having converted her previous studies via the GDL. Her first degree was Business and Information Management followed by a Masters in Globalisation and Development, which led to a career within the public and charitable sector.



Asiya Amjad, LL.B (Hons), ACI Arb

ASSISTANT OMBUDSMAN

Asiya read Law for three years at The City Law School, City University of London. To enhance her commercial experience, Asiya undertook a placement during her studies at The Ombudsman, working closely with the dispute resolution team. She also had various levels of responsibility with the City University Debating Society. Asiya also did charity work by undertaking the role of Debating Coach for Debate Mate – an educational charity with offices across the UK.



Chloe Lewis, LL.B (Hons)

OMBUDSMAN

Chloe studied Law at The University of Westminster and graduated with First Class Honours in 2017. Whilst studying for her degree, she gained legal experience through spending a year working as a paralegal for a firm of solicitors based in London.

Consumer & Member Services team



Carol Lightowler

ADVISOR



Jane Parsons, BA (Hons), ACI Arb

ADVISOR



Kelly Delaney, ACI Arb

ACCOUNTS AND MEMBERSHIP ADVISOR



Molly Davis, LL.B (Hons)

ADVISOR



Ashley Howkins, LL.B (Hons)

ADVISOR



Beth Hartman

OFFICE ADMINISTRATOR

Full Members

Abbott Wade Ltd
 Abey Furnishing Company Ltd
 Alan Ward
 Amwell Kitchens Limited
 Anglia Home Furnishings (AHF) Limited
 Arighi Bianchi
 Arthur Brett and Sons Ltd
 Arthur Jenkins Furniture Centre
 Ashley Anderson T/A The Recliner Factory
 Associated Independent Stores Limited
 Athena Mobility Limited
 B & Q PLC
 Backchairs Direct Limited
 Banburys Limited
 Barker & Stonehouse Limited
 Barkers Furniture
 Bathstore
 Beadle & Crome (Reading) Limited
 Beadle & Crome Ltd
 Bensons For Beds
 Bentalls of Kingston
 Bespoke Design Interiors Ltd
 BJS Distribution
 British Association of Removers Ltd
 Built In Solutions
 Carters Furniture Centre Limited
 Certsure LLP
 CFC Interiors Ltd
 Chelmsford Star Co-operative Society Limited
 Chrysties Furnishing Centre Limited
 Cookes Furniture
 Cousins Furniture Stores Limited
 Danetti
 Darlings Of Chelsea
 David Neville Limited
 David Salmon Furnishers
 DFS
 Discount Warehouse (Totton) Limited
 DIY Direct2U Ltd T/A Doors Direct2U
 Dodrefn Perkins Furniture Ltd
 Dreams Limited
 Dufont Faes Ltd
 Duresta Upholstery Limited
 Dwell
 E & A Wates Limited
 E Langton & Co Limited
 Ekornes Ltd
 Eyres of Chesterfield Limited
 Fenwick (Brent Cross) Limited
 First Furnishings
 Fishpools Limited
 Fixed Price Trade
 Furniture & Mirror Ltd
 Furniture Factors Limited
 Furniture Superstore Limited
 Furniture Village
 Gallery Direct Limited
 Gautier (uk) Ltd
 Gerald Shotton Furnishings
 Glasswells Ltd
 Gloucester & Worcester Furniture Ltd
 Glow Green Limited
 Greysons Furniture Ltd
 Guild Anderson Ltd

H Thornburrow & Co Ltd
 Hammonds Furniture Limited
 Hansons of Leicester Ltd
 Harding & Sons Ltd
 Harvey Jones Limited
 Harveys Furniture
 Haskins Furniture
 Heal & Son Limited
 Heartland Interiors Ltd
 Heico Fasteners UK Ltd
 Hitachi Capital Consumer Finance
 Home Of The Sofa Limited
 Homebase Limited
 House Of Fraser
 House of Interiors
 Housing Units Ltd
 HSL
 Hulsta Furniture Uk Ltd
 Hunters (Derby) Limited
 Hyde & Sleep
 Ideal Suite Factory Ltd
 J W Treadwell Ltd
 JM Upholstery Ltd
 John Lewis of Hungerford Plc
 John Ryan By Design Ltd
 Julian Foye
 Kitchens Plus Ltd
 Kutchenhaus Limited
 Laura Ashley Limited
 Lee Longlands
 Leekes Limited
 Levine Brothers (H.F.) Ltd
 Lima Kitchens Limited
 Living Homes
 Lloyds Industries Ltd
 LOAF
 London Cabinet Makers Ltd
 M Burrows Furniture World Ltd
 Made.com
 Magnet Limited
 Maitland's
 Mellers Kitchens
 Marks & Spencer Plc
 Marriotts House Furnishers Limited
 Mathesons of Oban
 Mattressman Ltd
 Michael Tyler Furniture (UK) Ltd
 Middletons
 Midfurn T/A Dexhall Ltd
 My Home Rocks Ltd
 Nasons Of Canterbury Ltd
 Natural Bed Company
 Natuzzi Services Limited
 Oak Tree Mobility
 Oakworth Furniture Ltd ta TheOakBedStore
 Parlour Farm Kitchens Limited
 Paul Adams
 Pebble Grey Ltd
 Peter Adams (Watford) Limited
 Peter Betteridge (Furnishers) Limited
 Peter Green
 Peter H. Gammons
 Platinum Enterprise (UK) Ltd Group
 Plumbs Limited

Ponsford Limited
 PS Interiors
 Rainbow Carpets (Welling) Limited
 Redworth Furniture Centre Ltd
 Reface Scotland Ltd
 Rise Furniture and Mobility
 Roberto Rossellini T/A Head2Bed
 Rodgers Of York Ltd
 Ron Campion Furnishers Ltd
 Roomes Stores Limited
 Roset (UK) Limited
 Rosevears Furnishers Limited
 Serious Spaces
 Sheriton Kitchens
 Showcom Limited (aka K2Go)
 Sinclairs First for Furniture
 Smeg (UK) Limited
 Smith Bradbeer & Co Ltd
 Sofology Limited
 Southon & Co Limited
 Starplan Furniture Ltd
 Sturtons & Tappers Furnishings
 TAPI Carpets & Floors Ltd
 Taskers Plc
 Tesco Stores Limited
 The British Bed Company
 The Contract Chair Company
 The Kitchen Store Retail Limited
 The London Alcove Co Ltd
 The Mobility Furniture Company Ltd
 The Sofa Workshop Limited
 The Trade Circle Limited
 Tidy Bedrooms Ltd
 Time 4 Sleep Ltd
 Top Furniture Ltd
 Topps Tiles
 Ultimate Bathroom Design Ltd
 Vi-spring Ltd
 W Boyes & Co (Eastfield) Limited
 W J Aldiss
 W J Daniel & Co Ltd
 Ward Brothers (Furnishers) Limited
 Warmglow Home Improvements Ltd
 Wells Carpets Brokers Limited
 Wesley Barrell (Witney) Limited
 Westbridge Furniture Designs Ltd (Stoke)
 Which? TT
 Wickes Building Supplies Limited
 William Cole Limited
 Willowbrook Limited
 Wood Bros (Furniture) Limited
 Woods (Dorchester) Ltd
 Wren Kitchens Limited
 www.BestPriceBeds Ltd

 3-4 Viewpoint Office Village
 Babbage Road
 Stevenage
 SG1 2EQ

 0333 241 3209

 info@thefurnitureombudsman.org

 www.thefurnitureombudsman.org
www.disputeresolutionombudsman.org