

Application Form (Q) (BBC)

Alternative Dispute Resolution Service

Reference number (office use):

Q



Before you complete this form we recommend that you read our Consumer Guide which details how our dispute resolution process works and how your dispute will be assessed.

Please complete all sections in **BLOCK CAPITALS** and return this copy to us.

Who is your dispute with?

BBC

About you

Title

Forename

Surname

Address

Town / City

County

Postcode

Telephone number(s)

Email

If you would like to receive updates about your case by text message and/or email, please tick here:

Email Text

Is anyone else dealing with your complaint on your behalf?
(e.g. Trading Standards, a family member or a solicitor)

Yes No

If YES, please provide their name, address, telephone number and email address in the boxes below:

Name

Address

Town / City

Postcode

Email

Telephone number(s)

If you would like us to deal directly with this third party rather than yourself to resolve this matter, and they are willing to act for you, please tick here.

About your complaint

1. Date of your complaint:

2. How did you complain?
(e.g. email/letter/telephone)

3. Have you purchased a TV licence?

Yes

No

4. How did you pay?

Credit card, debit card, direct debit, BACS, payment plan, other (please specify)

5. Please provide a written summary of your complaint, including why you think it is justified?

6. What (if anything) has the BBC done so far to try to resolve your complaint?

7. Please tell us why the BBC's response is not acceptable to you?

8. Please tell us what you think should be done to resolve your complaint?

If you are claiming compensation you must specify the amount that you are claiming, together with the reasons why you feel entitled to receive it. If you are claiming financial losses that you have incurred you must also set these out individually and provide documentary evidence (please provide copies) to support your claim and to help us decide what you might be entitled to. The enclosed Consumer Guide contains information about making a financial claim.

9. How did you find out about the Dispute Resolution Ombudsman?

BBC Citizens Advice Trading Standards

Other (Please specify)

The Ombudsman is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882). We will keep records of the information that you give us. This helps us to monitor the progress of your case and produce statistics that we may publish. We will also collect information in connection with your case from the other parties involved.

As part of our process we may share the information that you provide to us with:

- the other parties in the case;
- to other organisations who can help in resolving the dispute;
- The Ombudsman's Standards Board or other body who monitors or regulates us;
- BBC.

In submitting this application and requesting The Ombudsman's involvement in your complaint, you agree to us holding and using your information in this way. Telephone calls to and from the Ombudsman may be recorded for training and quality purposes. Our Privacy Policy can be found at www.disputeresolutionombudsman.org/privacy-policy.

Your Declaration of Agreement:

The information that I have supplied in support of my complaint is true and accurate to the best of my knowledge and belief. I agree to my complaint being examined by the Dispute Resolution Ombudsman and have read the Consumer Guide about the procedure to be followed and how my claim will be assessed.

I understand that where the Dispute Resolution Ombudsman makes a decision on my claim I am not bound to accept it, but if I do it will be in full and final settlement. I understand that I may withdraw my claim at any time.

Signature:

Please include with this form any other information which will help us in our enquiries and copies of invoices, delivery notes, care instructions, correspondence, and any other documents relating to the purchase if these are available. Return the form and all documents to:

Print Name

Date

**The Dispute Resolution Ombudsman
Premier House,
First Floor,
1-5 Argyle Way,
Stevenage,
Hertfordshire,
SG1 2AD**

or email to info@disputeresolutionombudsman.org