



Application Form (S)

Independant Smart Inspection Service

Reference number (office use):

(S)



Independent Expert Inspection Application Form

If you would like the Ombudsman to arrange an independent Smart inspection and report by Homeserve, please complete the following information and return together with the appropriate payment to:

**The Furniture & Home Improvement Ombudsman
Premier House,
First Floor, 1-5 Argyle Way,
Stevenage,
Hertfordshire
SG1 2AD**

If you have any queries please contact us:

Tel: 0333 241 3209

Email: info@FHIO.org

Website: www.FHIO.org

Goods to be inspected:

(for example, table, three-piece suite, etc)

Names of the parties in the dispute:

Consumer

Business

Manufacturer

About You

Title

Forename

Surname

Telephone Number(s)

Address for correspondence:

Email address

Where are the goods at the moment? (If different to address, for correspondence, please provide details)

Have you previously commissioned an inspection report for these goods?

Yes

No

If so by which company?

Methods of Payment

☐ I would like to pay via Bank Transfer (BACS) or Credit Card **Please call us on 0333 2413209**

☐ I would like to pay via cheque

Please make payable to **Dispute Resolution Ombudsman Limited** and send to the Furniture & Home Improvement Ombudsman, Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD and enclose with application.

About the business / other party

Who is the dispute with?

(E.g. consumer, retailer, fitter etc)

Name of Manufacturer (if known)

Address

Address of Manufacturer (if known)

About the product

Product description (e.g.colour, design, quantity etc)

Date of purchase

Date of complaint

Summary of fault: (Please note: this is the only information which is provided to the technician prior to their visit)

The Report

Homeserve has been instructed as a consultant by The Ombudsman on behalf of the above applicant to:

- Confirm as far as possible whether the fault(s) which the applicant has complained of is reasonable and valid
- Confirm as far as possible how the damage/ or issues may have been caused (For example, a design or manufacturing fault, local conditions of use, normal use, wear and tear etc)
- Suggest where appropriate, solutions including recommendations for the possibility of an effective repair

Please note that the consultant cannot:

- Speculate as to the history of a complaint or comment on what may have been agreed between the parties in the past. The consultant can only comment on questions of fact (for example the physical condition of goods) or matters that they have direct experience of.
- Comment on your legal rights or what should be done to resolve your complaint, for example how much compensation you should receive or what should be done to resolve an issue. A consultant may however comment on what could be done to correct a certain fault.
- Assess the financial value of a complaint or the cost of remedial works. The consultant can however comment generally on the type of materials needed to correct a problem and the approximate numbers of hours required to carry out certain work if required to do so.
- Provide comments verbally to you at the time of the inspection. Their findings will be provided in a written report.

Important Additional Information

- If you decide to commission an independent Smart Report, you will be provided with a report which reflect the true opinion of the technician who inspects the product(s). The opinion will be supported by a Statement of Truth and will be digitally signed in print with the technician's name. Before you commission this or any report you should be aware that the opinion of the expert may differ with your own view and that the report may not support your claim. Please also be aware that the Furniture and Home Improvement Ombudsman is unable to enforce the findings of a report upon a retailer who does not subscribe to the Ombudsman scheme, but it may be used as evidence to support your complaint. You may wish to take advice from Citizens Advice on 03454 04 05 06 or via www.citizensadvice.org.uk regarding your statutory rights and the ways in which an independent report can assist you.
- Issues of comfort are subjective – what is uncomfortable to one person may not be so to another. It does not necessarily follow that a product which is perceived to be uncomfortable by a consumer is inherently faulty, unsatisfactory, or that it is unfit for purpose. It is unlikely that a report will support a claim based purely on comfort and you should be aware of this before commissioning this inspection.

General Data Protection Regulation and Data Protection Act 2018

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;
- other organisations who can help in resolving the dispute (including companies who provide us with services such as Welsh and British Sign Language translation services and IT support);
- The Ombudsman Standard Board or any other body who regulates or monitors us;
- any other body with whom we are legally obliged to co-operate, for example law enforcement bodies.
- Bodies or individuals who from time to time carry out inspection reports required in the administration of your claim or to fulfil our contractual obligations to you.

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.

In the event of a breach of the requirements of the Code of Practice the matter may be referred to the Furniture & Home Improvement Ombudsman Standards Board.

Your Agreement:

By signing this application form I acknowledge that the information that I have supplied is true and accurate to the best of my knowledge and belief. I have read the Privacy Notice on how my data will be used by the Ombudsman. I agree to my complaint being reviewed by the Ombudsman and I agree to my data being held, used and shared by the Ombudsman in accordance with the Privacy Notice.

Where I have supplied any Special Categories of Personal Data (as explained in the Privacy Notice), by ticking this box I consent to the Ombudsman using my data for the proper and reasonable administration of my claim.

☐ Please tick this box to confirm acceptance:

Signature:

Print Name

Date

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:

**The Furniture & Home Improvement Ombudsman
Premier House,
First Floor, 1-5 Argyle Way,
Stevenage,
Hertfordshire,
SG1 2AD**

Please note that calls to and from The Ombudsman may be recorded for training and quality purposes.

Purpose of this Privacy Notice

Dispute Resolution Ombudsman Limited, trading as the Furniture & Home Improvement Ombudsman and Dispute Resolution Ombudsman (together "The Ombudsman"), respects your privacy and is committed to protecting your personal data. This Privacy Notice tells you what to expect when we process your personal data, or personal information, when you visit our website, when you call us by telephone, or contact us via another channel and/or when you complete an Application Form to start a complaint. It tells you about your privacy rights, how the law protects you, the purposes for which we may process your personal information and the legal basis for the processing ('processing' includes us just keeping your personal information).

It is important that you read this Privacy Notice so that you are fully aware of how and why we are using your personal data.

All your personal data will be held and used in accordance with the data protection rules and regulations currently in force [1] ('Data Protection Law'). These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal data must be collected lawfully and used fairly, stored safely and not disclosed unlawfully.

Identity and contact details of Controller

Dispute Resolution Ombudsman Limited, trading as the Furniture & Home Improvement Ombudsman and Dispute Resolution Ombudsman, is the controller of personal data for the purposes of the Data Protection Law and is responsible for the protection of your personal data.

Our contact details for data protection purposes are as follows:

Judith Turner,
Dispute Resolution Ombudsman Ltd,
Premier House,
5 Argyle Way,
Stevenage,
SG12AD
Tel: 0333 241 3209
Email: info@disputeresolutionombudsman.org

The data we collect about you

Personal data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymised data).

We may collect, use, store and transfer different kinds of personal data about you which we have listed as follows:

- title, forename(s), surname;
- address, email address and telephone contact details;
- personal details of a third-party representative;
- reference number;
- complaint details which may contain personal identifiers;
- photographic, video or other evidence provided;

Some personal information that is collected is treated as more sensitive (referred to as 'special categories of personal data' [2], for example, information about health, sexuality, ethnic background and others).

You are able to contact us via Twitter (@ombudsmantweets). However, we do not have any influence on the scope of data that is collected by Twitter or any other social media channels through their sites and if you use them, you should check the policies of the relevant channels to understand how they protect your data. We may collect, use and retain some information that you provide or which is otherwise obtained via social media channels if it is relevant to your complaint.

How is your personal data collected?

We use different methods to collect data from and about you including through:

Direct interactions. You may give us information about yourself by filling in an Application Form and/or by corresponding with us by post, phone, email, or otherwise including through social media channels.

Indirectly from the other parties to the case. Businesses may share information with us from their own internal databases insofar as it is relevant to your complaint.

Website. Our website will store cookies. Cookies are small pieces of text which are stored on your browser, the page you are viewing or the on your device. They allow the website or a third party to recognise you and help you navigate the website more easily. For more information about the cookies we use on our website, please [click here](#).

We may collect information about your computer, including where available your IP address, operating system and browser type. This is for system administration, to filter traffic, to look up use domains and to report statistics. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

Legal basis for processing

We will only use your personal data when the law allows us to. This means we have to have a legal reason to use your personal data. The legal basis is that we have a legitimate interest in processing your data in order to administer a claim against a business against whom you have lodged your complaint. When you ask us to consider a complaint against a business, we will only request the personal information that is needed to process your complaint. We require your data to pursue our legitimate interests in a way that we consider you could reasonably expect in the administration of the claim itself.

If you have contacted us for the purposes of commissioning an independent inspection report, we have a contractual basis for processing your data to fulfill our obligations in respect of the report.

Special categories of personal data [3]

The legal reason for processing special categories of personal data is more limited. We must identify a lawful basis for this processing and meet a separate condition for the processing. The basis for which we can use these special categories is that we have a legitimate interest in processing your data in order to administer a claim against a business against whom you have lodged your complaint. The separate condition is that you have given your explicit consent to us processing your data for this purpose. Consent must be freely given, specific and informed and you must have a genuine choice about offering your data.

Where you have supplied special categories of personal data which are relevant to your claim, you will be asked to consent to us using your data for the proper and reasonable administration of your claim when you submit or sign your Application Form. Where we rely on your explicit consent to process special categories of personal data, this consent can be withdrawn at any time. To withdraw your consent, please contact us.

What we use your information for

The Ombudsman will only use the information you provide to:

- respond to your enquiry;
- investigate your complaint;
- comply with our reporting obligations.

You will not be subject to automated decisions.

We will not use your data for any marketing or promotional purposes and will not share your personal data with any third party for marketing purposes.

We may contact you to seek your permission to use your data to monitor customer satisfaction levels or invite you to participate in a discussion with the marketing and communication department solely to discuss your experience and provide feedback. We have a legitimate interest in finding ways to improve our service, however there is no obligation on you to participate with any such survey or meeting and you can communicate your preference regarding this to us at any time.

Telephone calls to and from The Ombudsman may be recorded for training and quality purposes. Recordings are used to protect the interests of those participating in the call and provide us with useful information or evidence that supports your complaint.

When you submit an Application Form and request The Ombudsman's involvement in your complaint, you acknowledge that we will hold and use your information in the ways described above.

Sharing your personal information

As part of the process to administer a claim against a business against whom you have lodged your complaint, we may share the information that you provide to us with:

- the other parties in the case;
- other organisations who can help in resolving the dispute (including companies who provide us with services such as Welsh and British Sign Language translation services and IT support);
- The Ombudsman Standard Board or any other body who regulates or monitors us;
- any other body with whom we are legally obliged to co-operate, for example law enforcement bodies.
- Bodies or individuals who from time to time carry out inspection reports required in the administration of your claim or to fulfill our contractual obligations to you.

Privacy Policy

How we manage your personal information

We process your personal information in accordance with the principles of the Data Protection Law.

We will treat your personal information fairly and lawfully and we will ensure that information is:

- processed for limited purposes;
- kept up-to-date, accurate, relevant and not excessive;
- not kept longer than is necessary;
- kept secure to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Access to personal information is restricted to authorised individuals on a strictly need to know basis and subject to a duty of confidentiality.

We are committed to keeping your personal details up-to-date, and we encourage you to inform us about any changes needed to ensure your details are accurate.

Sometimes we will need to share your personal data with third parties and suppliers outside the European Economic Area, such as the USA. If we do this, we have received confirmation to ensure your data receives the same protection as if it were being processed inside the European Economic Area.

Your rights under the Data Protection Law

Under the Data Protection Law, as a data subject you have the legal right to:

- request access to your personal data (commonly known as a 'data subject access request');
- request correction of your personal data;
- request erasure of your personal data;
- object to processing of your personal data;
- request restriction of processing your personal data;
- request transfer of your personal data;
- not be subject to automated decisions; and
- withdraw your consent.

Please contact us if you require any further information relating to, or if you wish to exercise any of, these rights.

Periods for which we will store your personal information

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

Telephone recordings are kept for 6 months. If a telephone call recording provides useful information or evidence that supports a complaint, we may keep this as part of the case for 6 years.

We will keep other records of the information that you give us for up to 6 years. This is required for us to monitor the progress of your case and produce statistics that we may publish. We have a legal obligation to publish certain case statistics to our ADR accrediting body. This means that we will retain and may refer to the information you have provided to us after your case with us is closed. Personal information that you provide through social media is kept for a period of up to 12 months.

We also have an ongoing duty to retain personal data so that we can make reasonable adjustments for consumers under the Equality Act 2010. This may affect, for example, a consumer's preferred method of contact if they had a hearing impairment and/or what would be an appropriate award to make.

In some circumstances you can ask us to delete your data: see Your rights under the Data Protection Law for further information.

Third party links

This website includes links to the websites of the businesses and may include links to other third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Further information

For further information on how and why we process your information and on how to exercise your legal rights, contact us.

The Information Commissioner's Office (ICO) is also a source of further information about your data protection rights. The ICO is an independent official body, the UK supervisory authority for data protection issues, and one of their primary functions is to administer the provisions of the Data Protection Law.

You have the right to complain to the ICO if you think we have breached the Data Protection Law.

You can contact the ICO at:

Privacy Policy

Information Commissioner's Office

Wycliffe House,

Water Lane

Wilmslow,

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: www.ico.org.uk

The Dispute Resolution Ombudsman Limited who operates the Furniture & Home Improvement Ombudsman and Dispute Resolution Ombudsman (together "The Ombudsman") is registered under the General Data Protection Regulation and Data Protection Act 2018 (registration ZA050882).

If you are unsure about our use of your data, or require more information, please contact us for details.

Contact Us:

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Twitter: @Ombudsmantweets

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