



## Conciliation Scheme Application Form

The National Society of Allied and Independent Funeral Directors (SAIF) offer a free conciliation service for SAIF registered members (the Member) and their customers if an issue arises that has not been resolved through direct discussions. Conciliation focuses on what you and the funeral services member would like achieve in order to find a way to resolve the problem to mutual satisfaction. The service is provided by the Centre for Effective Dispute Resolution, an independent Dispute Resolution Organisation approved by the CAA, Chartered Trading Standards Institute, Civil Mediation Council, Gambling Commission and Ofcom.

Conciliation is only available to a customer who is a private individual who has entered into a contract with a Member.

CEDR will conciliate disputes if either you or the Member ("the parties") have sought legal advice and/or instructed a solicitor or sought assistance from Trading Standards. We will only decline to assist if the use of these third parties would seriously impair the effectiveness of the service offered to members and their customers.

Neither CEDR nor SAIF is responsible for paying compensation or making a financial award. If your dispute is resolved via the conciliation process and a payment has been agreed the Member will make that payment directly to you.

### Please Read These Notes Carefully

Below are the circumstances in which CEDR/SAIF would not be able to assist you:

- You have not tried to resolve the dispute directly in with the Member and escalated the complaint to SAIF;
- The Member has ceased to be a registered member of the SAIF;
- The dispute is being considered by the courts or is being dealt with by another Dispute Resolution Body;
- If it is over 12 months since the Member delivered the service that you are complaining about.

### How do I make a complaint and what happens next?

Upon receipt of your completed form, CEDR will usually appoint a conciliator to the case within 15-working days. Full details of the conciliation procedure and guidance notes should be issued with this form by SAIF. If you require additional guidance please contact the CEDR office for assistance.

Please answer all sections on this form to the best of your knowledge as any missing information may cause delays with your dispute. If necessary you can provide supporting papers. If you are unsure please contact CEDR's Scheme Administrators on 0207 520 3800.

### Data Protection Act

The Data Protection Act allows SAIF and its Member companies to provide information and/or documents about you to CEDR and the conciliator with your consent. By completing this form you are giving your consent.

#### 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. Your details

Please provide your full contact details.

Full name:

Street Address:

Town:

County:

Postcode:

Tel:

Email address:

## 2. Representation

If you have a legal representative acting for you, please give their details below.

Full name:

Organisation:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

## To be signed by the applicant named in section 1.

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

Signature:

Print name:

Date:



### 3. SAIF registered member's details

Please give the full trading name of the Member that you are in dispute with.

Member (Company):

Contact name:

SAIF number (if known):

Street address:

Town:

County:

Postcode:

Tel:

E-mail address:

### 4. Dispute details

4.1. Please describe the services that you requested.



4.2. Please tell us what has gone wrong.

## 5. Desired Outcome

Please detail the outcome you are seeking from the conciliation process.

## 6. Declaration

Please read the following statements carefully and make sure that you understand your responsibilities before signing this application form.

I/We apply for the appointment of a conciliator in accordance with this conciliation agreement to determine the dispute between me/us and the SAIF Member using the powers set out in the Conciliation Scheme Rules.

I/We agree and understand that the conciliator's recommendations are not binding unless written down and signed by both parties in the agreement.

I/We have tried to resolve this matter through the Member's complaint procedure and have read and understood the guidance provided in this application form. I/We also understand that conciliation is a confidential process in which the conciliator, as a neutral third party, assists parties in working towards a negotiated agreement, with the parties in ultimate control of decision to settle and the terms of resolution.

I/We declare that I/we am/are authorised to sign this form as the customer and understand that it is my/our responsibility to ensure that I/we understand the process and will seek guidance from CEDR if required.

I/We understand that information given to the conciliator during the conciliation will be confidential unless I/we permit the conciliator to give information to the other party. I/We accept that the process is confidential and without prejudice.

I/We understand that the conciliator does not give legal advice. I/We also understand the conciliator does not act as a judge or arbitrator. However, should the parties be unable to reach an agreement between them, the conciliator may recommend a solution to the dispute for consideration.

I/We believe that the facts stated in this application and claim form are true.

Signature:

Print name:

Date:

## Submitting your application

Now please submit your application and supporting evidence to us:

### By post:

SAIF Conciliation Scheme  
Centre for Effective Dispute  
Resolution 70 Fleet Street  
London  
EC4Y 1EU

### By email:

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

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