

CISAS 24 Angel Gate, City Road, London EC1V 2PT www.cisas.org.uk
T. 020 7520 3814 F. 020 7520 3829 E. info@cisas.org.uk

Dear Sir/Madam

CISAS

Thank you for your recent enquiry about CISAS. I enclose a copy of the CISAS Information for Customers guide, Application Form and Checklist.

Please note that before submitting an application you must first give the company a reasonable chance to settle your complaint.

Before applying please note the following. If your complaint has been ongoing:

- **Less than 8 weeks** - we are unable to accept an application unless the company has referred you to the CISAS scheme by providing you with a deadlock letter.
- **Over 8 weeks** - you can apply to CISAS immediately. You do not need a deadlock letter under these circumstances.
- **Over 9 months** - we are not normally able to accept applications over this time limit (if this circumstance applies to you, please contact us using the details above).

You **should** enclose with your application clear evidence of your attempt to resolve the matter with the company and any documents relevant to your complaint.

**It is your responsibility to provide the evidence to prove your claim.
Failure to do so may work against you.**

If you require any further information or assistance in completing the application form, please do not hesitate to contact us.

Yours Faithfully



Jordan Babalola
Administration Team Leader

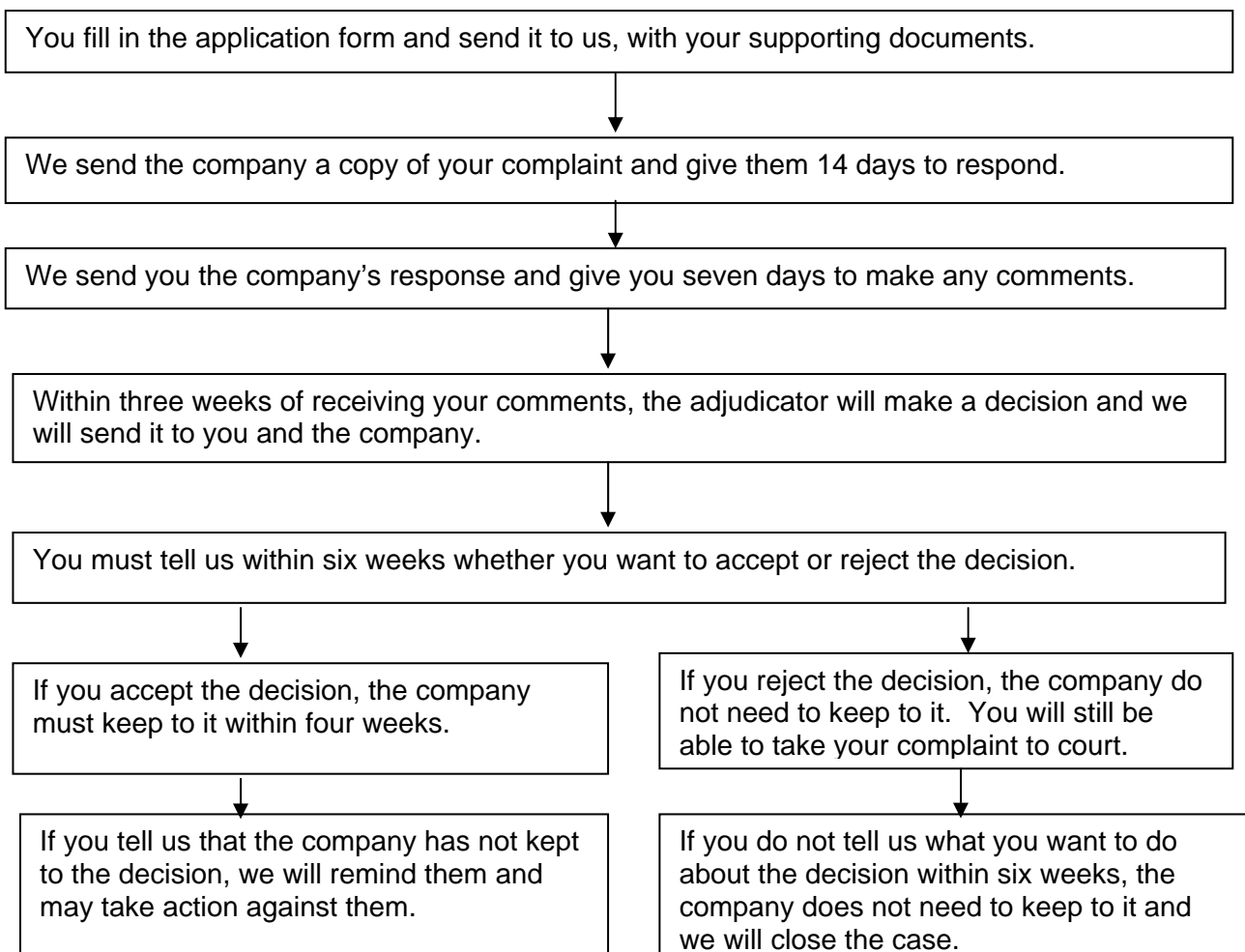
Information for customers
(For applications made on or after 27 January 2011)

Introduction

CISAS is a scheme, approved by Ofcom (the communications regulator), that individuals and small businesses (one with 10 or fewer employees) can use to settle their disputes with companies that are members of the scheme ('member companies'). CISAS is a free, independent service run by us, IDRS Ltd. The only costs you might have to pay are for the phone calls you make to us (at standard rates), photocopying, or postage costs associated with filling in the forms and providing documents. You are not responsible for any of the company's costs.

For a full list of companies that are members of the scheme, or to apply visit www.cisas.org.uk.

Procedure for a typical CISAS case



Note one

It is important that you fill in the application form as carefully as possible and provide any documents that you think will support your case. The adjudicator's decision will be based on the information that you and the company provide.

Some questions and answers

I have a complaint about a company registered with CISAS. What should I do?

You must first give the company a reasonable chance to settle your complaint before you apply to use CISAS. Do this by contacting the company's complaints department.

You can apply to use CISAS if:

- you have not been able to settle your complaint within eight weeks of first complaining to the company; or
- the company has referred you to the scheme.

You must normally **send us your application within nine months of first complaining to the company.**

I have a complaint with a CISAS member, but they say I cannot use CISAS. Why?

If your complaint is about one of the following matters, CISAS cannot deal with it.

- Faulty phones or any other equipment which belongs to you and is in your home.
- Cables and wiring which belongs to you and is in your home.
- Faulty mobile phones or other mobile devices which belong to you.
- The content of TV programmes – whether they are broadcast, pay-for-view or on-demand services.
- The content of internet sites, phone calls, e-mails, text messages or any other type of message.
- Complaints about premium-rate services, such as those with a number that starts 09.
- Products and services bought or rented from a company that is not a member of CISAS.
- Matters already dealt with by the courts, CISAS or any other recognised procedure.
- Employment and staff issues in companies that are members of the scheme.
- Complaints that we feel have no real substance or that are made only to create trouble for a company.
- Business decisions a company has made on whether or not to provide a product or service, and the terms under which they will provide a product or service.

What can CISAS make the company do?

If we agree with your complaint, we can tell the company to do any or all of the following.

- Give you an apology or explanation.
- Give you a product or service, or take some practical action that will benefit you.
- Pay you up to £5000 (including VAT) for any loss you can prove you have suffered. (If you do not claim any money on your application form then none can be paid.)

Who makes the decision on my complaint and what do they do?

The decision will be made by an adjudicator who has received training in dealing with the types of complaint CISAS covers, as well as legal training (particularly relating to consumer matters). There

is detailed information on each adjudicator on the CISAS website.

The adjudicator will make a decision on your complaint based on the evidence you and the company give them. The adjudicator can ask you for more information that will help them to make the correct decision.

The adjudicator will always consider your arguments and evidence (as well as the company's), and will make a fair and reasonable decision.

How does the adjudicator decide on how much compensation to award?

The adjudicator will take account of how much you have claimed, all the circumstances you and the company have described in the evidence you both provided, and the terms and conditions of the service you used. The adjudicator will also consider the law and any relevant customer service standards.

What if the company and I decide to settle my complaint?

You and the company can settle the matter between yourselves at any time before the adjudicator makes a decision. If you decide to do this, you and the company deal with each other direct, not through the scheme. If you do settle the matter, we need the company to let us know in writing, and we will call you to make sure that the complaint has been settled.

If you tell us that you have settled your complaint with the company, we will close the case. If they do not keep to any agreement you have made with them you can ask us to re-open the case.

What if the company gives me everything I asked for?

The company must tell us that they have done this. If you also tell us that they have done this, we will close the case.

Do I need a solicitor?

You do not need a solicitor but you can have one if you want. However, you cannot claim any charges your solicitor may make for their services.

What happens when I receive the decision?

You will have six weeks to let us know whether or not you accept it. If you do not tell us within six weeks, the company will not have a duty to take action in line with the decision, but you can still take the matter to court.

If I agree with the decision within six weeks, when will the company take the necessary action?

The company must take the necessary action within four weeks of the date you told us you accepted the decision.

What happens if the company does not take the necessary action?

If you tell us that the company has not taken the necessary action, we will remind them that they must keep to the adjudicator's decision. We will keep you up to date with what we do if this happens.

If they still do not take the necessary action, despite further reminders, we can end their CISAS membership. If we do this, we will report the matter to Ofcom.

If you want more information, visit the 'Frequently Asked Questions' section on www.cisas.org.uk or call us on 020 7520 3814. If you are hard of hearing and have a textphone, call 020 7520 3811.

Enquiry reference number:
(Office use only)



Application form

2011 edition
(For applications received on or after 27 January 2011)

Please fill in this form in BLOCK CAPITALS and return it to us. If you prefer, you can apply online at www.cisas.org.uk. Let us know if you want us to fill the form in for you. If we fill in the form we will send it to you for you to sign. You should read our 'Information for customers' guide before sending the form back to us.

1 Your contact details (the customer)

Name:

Address and postcode:

Phone:

E-mail:

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

Name:

Address and postcode:

Phone:

E-mail:

If you provide e-mail addresses we will normally send you information by e-mail only.

2 Name of the company you are complaining about

Name:

3 How you heard about us

In the space below tell us how you heard about us (for example, from your company, Ofcom, a newspaper, a website or other source).

4 Details of your complaint

In the space below, give us the details of your complaint.

(Continue on a separate sheet if necessary)

Date you first complained to the company:

Deadlock reference number (if your company gave you one):

What do you want the company to do? (Tick all the boxes that apply.)

Give you an apology Give you an explanation

Give you a product or service Please specify.

Take some action Please specify.

Do something about your bill Please specify.

Give you money How much? £ (Up to £5000)

You **must** put an amount in this box if you want the adjudicator to tell the company to give you money and you **must** provide evidence to justify the amount claimed. **You cannot change the amount at a later date.** If the adjudicator decides in your favour, he or she could award any amount of money up to this figure.

5 Declaration

I understand and accept all of the conditions contained in the 'Information for customers' guide.

Your signature:
(the customer)

Date:

Your representative's signature
(if applicable):

Date:

Now send this form, and any documents to support your complaint, to:

CISAS
24 Angel Gate
City Road
London
EC1V 2PT

Fax: 020 7520 3829
E-mail: info@cisas.org.uk

Customer Checklist

CISAS reference no.

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Claimant:

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Respondents:

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.....

Action		Yes	No
1	CISAS Form, 'Application to use the communications and internet services adjudication scheme', signed and dated.		
2	Check that your application (the Claim) covers:		
i.	Contract between customer and company:		
	• Date of the contract.		
	• Which company the contract was made with.		
	• Relevant terms of the contract.		
	• The cost of products or services		
ii.	Brief history of events.		
iii.	Details of your dispute / complaint		
iv.	What you want the company to do and why:		
	• Give you an apology.		
	• Give you an explanation.		
	• Pay you compensation. How much and why?		
	• Give you a product or service, specify.		
	• Take some other action, specify.		
v	Offers of settlement:		
	• Has any offer of settlement been made to you, if so what?		
	• Date of offer.		
	• Has any compensation been paid, if so how much and when?		
	• Have you been asked to return compensation, if so when?		
	• Have you returned compensation, if so when?		
3	Written acceptance from the company for the dispute to be settled by CISAS.		
4.	Relevant documents e.g.		
	• Bills	• Service agreement	• Price schedule
	• Letters	• Debt recovery	• Product guide

If all answers are yes or you are satisfied that any departures are justified forward Claim and supporting documents to CISAS