The National Association of Jewellers

NAJ Resolve - Registration Form

NAJ Resolve is the dispute resolution service provided by the National Association of Jewellers to provide a transparent and accessible forum where dissatisfied customers can seek redress while avoiding stressful confrontation.

Please note: The cost of registering a dispute with NAJ Resolve is £15.

Before completing the below complaint form, please ensure that:

- The jewellery business you are making a complaint about is a member of the Association
- The complaint is about a product or service that can be resolved through the service
- You have exhausted the complaints process with the member business
- The issue or occurrence has happened within the last 12 months
- You will submit enough information and supporting media for the complaint to be assessed.
- The financial value of the dispute must be between £100 and £10,000

Consumer confirmation
I confirm my complaint meets the above criteria ☐

Name

Email

Phone

Correspondence address

Jewellery Business Information

The jewellery business name

The jewellery business address

The jewellery business NAJ member number

Complaint Information

A brief overview of the complaint (no more than 300 words)

Add details here

Any other information you would like to add

Administration Fee

Please include a cheque for £15.00 made payable to The National Association of Jewellers. Without payment, we cannot process for your dispute.

Please include with this form any documentary evidence to support your complaint.