NAJ Resolve Scheme - Application for Dispute Resolution

About this form

This form is for members of the public who wish to apply to the NAJ Resolve Scheme for dispute resolution and are unable to apply online. Please complete all sections and return the form to NAJ Resolve

Eligibility to use NAJ Resolve.

Before we are able to proceed further, please confirm that your complaint is eligible for review under the NAJ Resolve scheme. If you answer 'no' to any of the following questions, unfortunately we will not be able to take your complaint forward.

- Is the complaint regarding a member of the NAJ?
- Is the value of the claim between £100 and £10,000?
- Have you complained directly to the member in writing/email?
- Has the member provided a formal response?
- Was your complaint submitted within 12 months of receiving the final response from the member?
- Is this the first time this complaint has been raised with an ADR scheme or taken to court?

1. Your Details (Complainant)

Full Name:

Address:

Postcode:

Telephone:

Email:

2. NAJ Member Details (Business You Are Complaining About)

NAJ member number (if known);

Business Name:

Address:

Postcode:

Telephone:

Email (if known):

3. Details of the Dispute (Attach additional pages or evidence if necessary)

- Please describe the nature of your complaint, including relevant dates, what happened, and what outcome you are seeking
- Please include any communication history with the member
- Please provide the final response from the member

5. Declaration and Consent

I confirm that the information provided is accurate to the best of my knowledge. I understand that the outcome of the NAJ Resolve ADR process is not legally binding.

Signature:

Date;

Contact Details

Please return this form by post to;

NAJ Resolve

National Association of Jewellers,

Federation House,

10 Vyse Street,

Birmingham,

B18 6LT

Email: compliance@naj.co.uk Website: www.naj.co.uk/resolve