

The Travel Arbitration Scheme Service Complaints Procedure

This document provides users of the Travel Arbitration Scheme (“the Scheme”) with information on how to make a complaint about the service provided by Hunt ADR.

What can be investigated under the procedure?

We can only investigate complaints which involve allegations of poor administration or service performance in relation to our role in administering the Scheme, such as, but not limited to:

- Delays, specifically where we take more than 90 days to publish the Arbitrator’s Award and where such delay was caused, or substantially caused, by Hunt ADR;
- Poor or misleading advice provided by Hunt ADR in relation to the Scheme; and
- Staff behaviour, including discourtesy.

We cannot deal with complaints made whilst a case is still live, or complaints made about the:

- content of an Arbitration Award,
- process undertaken by the Arbitrator in reaching their decision; or
- validity of the procedures, rules or timescales for the Scheme.

The Procedure

Stage One

- All complaints must be in writing and addressed to the Scheme Manager (unless the complaint is about them, in which case it must be addressed to the Managing Director) and sent either:
 - by email to admin@travelarbitration.co.uk; or
 - by post to Travel ADR, PO Box 12627, Billericay, Essex CM12 2EZ.

- An acknowledgement of your complaint will be sent by the Scheme Manager within five working days of receipt (“Date of Acknowledgment”).
- The Scheme Manager will have ten working days after the Date of Acknowledgement to provide you with a full response to your complaint.

Stage Two

- Should you be dissatisfied with the reply from the Scheme Manager, and you have notified us of the same within four weeks of receipt of the Scheme Manager’s reply, the complaint can be escalated to the Managing Director
- The Managing Director will send an acknowledgment within five working days of receipt of the escalated complaint
- The Managing Director has one calendar month from the date of acknowledgement within which to provide you with a **final response**.