

# CONSUMER RIGHTS

## The London Arbitration Centre



### Complaints against traders

Chartered Trading Standards Institute  
**ADR Competent Authority**

You may Appeal to us if you have a complaint against a trader which has not been resolved after a final response has been made by the trader to your complaint. This is a free service available to consumers. We are an official Alternative Dispute Resolution (ADR) body approved by the Chartered Institute of Trading Standards (CTSI).

### Key questions explained

**Q: Who are consumers ?**

A: Anybody who buys goods or services.

**Q: Who are traders ?**

A: Anybody who sells goods or services in the course of a business.

**Q: What can I expect from the trader as a consumer ?**

A: If you are not satisfied, you have the right to complain.

**Q: What can you do to put matters right ?**

A: We provide a timely, problem-solving solution that may also include ordering the trader to pay financial compensation.

**Q: Where can I find out more information ?**

A: [www.londonarbitrationcentre.com](http://www.londonarbitrationcentre.com) or [www.gov.uk/government/publications/alternative-dispute-resolution-for-consumers/alternative-dispute-resolution-for-consumers](http://www.gov.uk/government/publications/alternative-dispute-resolution-for-consumers/alternative-dispute-resolution-for-consumers)

**Q: How do I contact you ?**

A: By telephone or email.

### Types of complaints

*we investigate: "the sales assistant was rude" : "I was disappointed with the service": "the trader will not refund the purchase" : "the holiday was a nightmare": "the trader won't respond ..."*

*We are a government approved ADR entity. We are an independent organisation.*

