

Complaints & Arbitration requests

COMPLAINTS AND ARBITRATION REQUESTS

Please e-mail CERA with brief details of your request. It can be a complaint or a request for arbitration in a dispute. Please ensure that all efforts to resolve the issue locally have been tried prior to contacting CERA.

You will receive an acknowledgement of your request within 5 working days.
We may then request:

- copies of all relevant paperwork/correspondence
- any further information deemed necessary
- to take independent advice where necessary
- aim to notify all parties of the findings within 20 working days of receipt of all the information requested

REQUEST FOR ARBITRATION OR COMPLAINT INVESTIGATION

** Indicates required information*

Name *

First

Last

Contact details - address required PLUS (tel.no. and/or e-mail) *

Brief outline of reason for request *