



## Case study

### Alternative Dispute Resolution (ADR) sees home buyer receive full reservation fee refund

A Home Buyer from Shropshire has received a full refund of her £1,000 reservation fee following a successful claim via the Consumer Code's Independent Dispute Resolution Scheme.

The Home Buyer raised the complaint after the Home Builder refused to refund the reservation fee. The Home Buyer also felt that the Home Builder did not provide enough pre-purchase information for her to make an informed purchasing decision or provide appropriate information about warranties and health and safety.

Based on the evidence available, the adjudicator concluded that a breach of the Code had occurred in relation to the Home Buyer's reservation agreement. As a result, the Home Buyer has received a full reservation fee refund of £1,000.

The Code's Independent Dispute Resolution Scheme is free for consumers and provides an alternative route to solving disputes, using experienced, impartial adjudicators. Decisions are usually completed within 12 weeks of the claim being received.

For more information about how the Code's IDRS works, visit: <https://consumercode.co.uk/home-buyers/how-are-complaints-dealt-with/independent-dispute-resolution-scheme-work/>

For tips on how to fill in the application, visit:

<https://consumercode.co.uk/making-the-most-of-our-independent-dispute-resolution-scheme/>

#### ENDS



#### Notes for Editors:

For press queries, email CTSI Press Office: [pressoffice@tsi.org.uk](mailto:pressoffice@tsi.org.uk), or call 01268 582240.

**The Consumer Codes Approval Scheme** is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

#### Chartered Trading Standards Institute (CTSI)

The Chartered Trading Standards Institute (CTSI) is a training and membership organisation that has represented the interests of the trading standards profession since 1881, both nationally and internationally. It aims to raise the profile of the profession while working towards a safer, fairer, and better-informed society for consumers and businesses. CTSI's members deliver frontline trading standards services in local authorities. [www.tradingstandards.uk](http://www.tradingstandards.uk).