

London Chamber Adjudication
Service (LCAS), powered by
London Chamber of Arbitration
and Mediation (LCAM)

**LCAS Booking Form for the Which?
Trusted Traders Adjudication
Scheme**

Effective Date: 1 January 2024

ABOUT LONDON CHAMBER ADJUDICATION SERVICE (LCAS), POWERED BY LCAM

LCAM was launched by the London Chamber of Commerce and Industry (LCCI) to provide innovative, speedy, and cost-effective dispute resolution services. LCAM offers arbitration, expedited arbitration, mediation, and adjudication services delivered by diverse neutrals with many years' experience in alternative dispute resolution. Oversight is provided by the LCAM Advisory Board. Fees are fixed, providing cost-certainty and good value without compromising quality.

Overview

This claim form is for Consumers seeking to make claim against a Which? Trusted Trader within the Motor Vehicle Service and Repair, Home Appliance Repair, and Home Improvement sectors. The form will ask you for the details needed to understand what you would like the company to do and how you would like an adjudicator decide your dispute. The Scheme is administered by the London Chamber of Arbitration and Mediation (LCAM).

Requirements

Before submitting the form, please ensure (a) you have read the LCAM Rules, Guidance, Terms and Conditions for the Which? Trusted Traders Adjudication Scheme. Please contact LCAM if you have any questions about this service and also let us know if you have any practical needs. Complete the application form with as much information as possible and provide supporting evidence. Ensure all the contact details provided are up to date.

BOOKING FORM

About you

Name

Address

Telephone Email

Details of the Trader

Name of the Which? Trusted Trader

Traders Address

Traders contract information

About the dispute

Please provide a summary of the dispute including and please include information about goods/services, purchase date, purchase price, payment method.

Nature of the dispute

Issues in dispute

Claim Information

Date of the service or repair in question

Details of the service or repair provided

Amount claimed (if applicable)

Attempts at Resolution

Describe any attempts you've made to resolve the dispute with the trader directly.

Provide details of any communication, including dates and outcomes.

Trader's Final Response

Attach a copy of the trader's final response to your complaint.
Provide details of any remedies offered or suggested by the trader.

Remedies Requested

Clearly state the specific remedies you are seeking from the trader.

Supporting evidence

Attach any supporting documentation, such as invoices, receipts, or photographs, communications, T&C's. Include any correspondence with the trader that supports your case.

Provide list of evidence included.

Miscellaneous Information

Any additional comments or information relevant to your case.

Terms and Conditions

- Confirm that you have read and understood the LCAM Rules, Guidance, Terms, and Conditions.
- Acknowledge that the information provided is accurate to the best of your knowledge.
- Agree to the terms and conditions of the adjudication process.

Date and Signature

Date	<input type="text"/>
Name	<input type="text"/>
Signature	<input type="text"/>

Submit your application

Now please submit your application and supporting evidence to us: By email: adjudication@lcam.org.uk

By post: London Chamber of Arbitration and Mediation (LCAM), 33 Queen Street, London, EC4R 1AP

Please ensure you have saved a copy of your form before submitting online or posting.

Contact us

E: info@lcam.org.uk

W: lcam.org.uk

T: +44 (0) 20 7203 1946

