

*focus on...*

## ALTERNATIVE DISPUTES RESOLUTION

*The Court is not the only place available for resolving disputes. There are a number of other options. As a guide we set out below general information which may assist.*

### Consider the options:

**negotiation:** dealing directly with the person, company or organisation (the other side) with whom you are in dispute.

**mediation:** talking to the other side through a third party to reach a compromise.

**arbitration:** allowing a third party to decide if your claim is valid. Their decision is binding on the parties.

**ombudsman:** grievance men who deal with complaints from the public about certain public bodies or private sector services

**regulators:** watchdogs for the privatised utilities

## USEFUL ADDRESSES

Community mediation  
**MEDIATION UK**  
82a Gloucester Road  
Bishopston  
Bristol BS7 8BN  
Tel 0117 924 1234

Business/Commercial mediation  
**CENTRE FOR DISPUTE  
RESOLUTION (CEDR)**  
100 Fetter Lane  
London EC4A 1DD  
TEL 0171 430 1852

**ADR GROUP**  
Equity and Law Building  
36-38 Baldwin Street  
Bristol BS1 1NR  
Tel 0117 925 2090

**THE ACADEMY OF  
EXPERTS**  
116-118 Chancery Lane  
London WC1A 1PP  
Tel 0171 637 0333

**THE CHARTERED  
INSTITUTE OF  
ARBITRATORS**  
24 Angel Gate  
City Road  
London EC1V 2RS  
Tel 0171 837 4483

Employment disputes  
**THE ADVISORY,  
CONCILIATION &  
ARBITRATION SERVICE  
(ACAS)**  
27 Wilton Street  
London SW1  
Tel 0171 210 3000

Ombudsmen  
**THE PARLIAMENTARY  
OMBUDSMAN**  
Church House  
Great Smith Street  
London SW1P 3BW  
Tel 0171276 2130

**THE HEALTH SERVICE  
OMBUDSMAN**  
**England:**  
Millbank Tower  
Millbank  
London SW1P 4QP  
Tel 0171 276 2035  
**Wales:**  
4th Floor  
Pearl Assurance House  
Greyfriars Road  
Cardiff  
Tel 01222 394 621

**THE LOCAL GOVERNMENT  
OMBUDSMAN**  
**England:**  
21 Queen Anne's Gate  
London SW1H 9BU  
Tel 0171 915 3210  
**Wales:**  
Derwn House  
Court Road  
Bridgend CF31 1BN  
Tel 0165 666 1325

**THE POLICE COMPLAINTS  
AUTHORITY**  
10 Great George Street  
London SW1P 3AE  
Tel 0171 273 6450

These notes relate only to the law in England and Wales. They are by no means exhaustive but we hope that they will help avoid some of the difficulties which may arise. Please raise above any queries as soon as possible.

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**THE LEGAL SERVICES OMBUDSMAN**

22 Oxford Court  
Oxford Street  
Manchester M2 3WQ  
Tel 0161 236 9532

**THE BANKING OMBUDSMAN**

70 Gray's Inn Road  
London WC1X 8NB  
Tel 0171 404 9944

**THE BROADCASTING COMPLAINTS COMMISSION**

Grosvenor Gardens House  
35 & 37 Grosvenor Gardens  
London SW1W 0BS  
Tel 0171 1966

**THE BUILDING SOCIETIES OMBUDSMAN**

Millbank Tower  
Millbank  
London SW1P 4XS  
Tel 0171 931 0044

**THE CORPORATE ESTATE AGENTS OMBUDSMAN**

Beckett House  
4 Bridge Street  
Salisbury  
Wiltshire SP1 2LX  
Tel 01722 333 306

**THE FUNERAL OMBUDSMAN**

31 Southampton Row  
London WC1B 5HJ  
Tel 0171 430 1112

**THE INSURANCE OMBUDSMAN**

City Gate One  
135 Park Street  
London SE1 9EA  
Tel 0171 928 7600

**THE INVESTMENT OMBUDSMAN**

4th Floor  
6 Frederick's Place  
London EC2R 8BT  
Tel 0171 796 3065

**THE PENSIONS OMBUDSMAN**

11 Belgrave Road  
London SW1V 1RB  
Tel 0171 834 9144

**THE PERSONAL INVESTMENT AUTHORITY OMBUDSMAN**

3rd Floor  
Centre Point  
103 New Oxford Street  
London WC1A 1QH  
Tel 0171 600 3838

**THE HOUSING ASSOCIATION TENANTS OMBUDSMAN**

Palladium House  
1-4 Argyll Street  
London W1V 1AD  
Tel 0171 437 1422

Regulators

**THE DIRECTOR OF THE OFFICE OF WATER (Ofwat)**

Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4AU

**THE OFFICE OF GAS SUPPLY (Ofgas)**

Ofgas  
130 Wilton Road  
London SW1V 1LQ  
Tel 0171 828 0898

**THE OFFICE OF ELECTRICITY REGULATION (Offer)**

Offer  
Hagley House  
Hagley Road  
Birmingham B16 8QG  
Tel 0121 456 2100

**THE OFFICE OF TELECOMMUNICATIONS (Oftel)**

Consumer Representation  
Section  
Room 1/1  
50 Ludgate Hill  
London EC4M 7JJ  
Tel 0345 145 000 (BT)  
0171 634 8888

*Not every association will subscribe to an arbitration scheme. Some types of complaint are not within the ombudsman's terms of reference. Some Ombudsman have local advisers who should be approached first.*

*If you require further information or advice please contact Hilary Messer at our Pangbourne office or Richard Apley at our Goring office.*

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