



What if I don't agree with CCWE's decision?

Mediation is designed to give parties control of case outcomes. Only where agreement cannot be reached will CCWE make an evidence-based decision.

If you are not happy with our decision, it is not binding on you as the consumer – you are able to further pursue your case through other channels, such as court, if you wish.

How do I apply to CCWE?

The quickest way to submit a complaint to us is to fill in our online form via our website.

If you prefer, you can download a paper form on our website, or ask us to post one to you. Once you have filled it in, you can send your paper form back to us by post, or email (see Contact Us at the end of this guide).

If you believe we need to make reasonable adjustments to make our service accessible to you, please let us know.



Contact us

If you would like to use our services or require further information, please get in touch.

Our team are available:
Monday to Friday 09.00 - 17.00
(excluding Bank Holidays)

www.ccwe.co.uk
Telephone: 0330 094 0365
Email: info@ccwe.co.uk
Twitter: @CCWEtweets

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Quick Start Guide



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0330 094 0365



Who are we?

We are the Consumer Code for Weddings and Events. Our Code of Practice establishes a new standard for traders in the wedding and events industry.

We offer a free and independent service to settle unresolved complaints about traders offering products and services to the weddings and events industry (*if they are members of our scheme*). Our Alternative Dispute Resolution process is approved by the Chartered Trading Standards Institute.

What does the Code of Practice mean?

The Code of Practice sets out ways of working that ensure traders understand and fulfil their obligations. Through it, traders give us the ability to provide a fair and reasonable decision – which is binding on them – to settle disputes if we need to. Its terms seek to raise industry standards through good practice.

How can CCWE help me?

We're helping consumers to buy with confidence, by helping traders understand their obligations and how to fulfil them.

Even when traders try their best, sometimes things go wrong. If this is the case, you should always complain to the trader first and give them a chance to reply and put things right.

However, we might be able to help if you and the trader cannot agree. If we agree that your complaint is within our remit, we will look in to it fairly and independently. This is called Alternative Dispute Resolution.

What will CCWE do?

We will initially facilitate a **mediation session**, where one of our experienced mediation experts will try to help you and the trader to reach an agreement yourselves.

If you can't settle your dispute in this way, we can **adjudicate**. We will examine the evidence provided by both parties and make a decision that is binding on the trader.

What evidence do I need to provide?

We will advise you on what you should be able to provide. Typically, evidence could include:

- Contracts between you and the trader
- Receipts
- Photographs or videos
- Correspondence between you and the trader, e.g. letters or emails.

Can CCWE look at my case?

We can only handle your complaint if the trader you are in dispute with is a member of our scheme. Our list of members is available at www.ccwe.co.uk

You must be 16 or older to raise your complaint with us. You can appoint someone to represent you or to help you – this could be a family member, friend or other representative. You don't need to appoint a lawyer or adviser, but if you want to you can.

How long does the process take?

It varies. You and the trader are free to reach a decision at any point.

Our process is flexible and aims to bring parties together as quickly as possible.

A mediation is a single one-hour session. For mediation and adjudication process timescales, please see the full Consumer Guide.



CONTACT US

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