



QUALITY BY ASSOCIATION

— ESTD 1974 —



The CFA  
**“Dispute Resolution”**  
Service



# CFA Consultants

Consultant members will have operated in their chosen area of speciality for a minimum of 15 years and have up-to-date knowledge of the sector. The relevance of this experience will be considered by the CFA Council as part of their application process.

Consultant members are required to:

- Be members of the Expert Witness Institute (EWI) - providing them with training in report writing, law for experts and personal courtroom skills.
- Carry Public Liability and Professional Indemnity Insurance.

Consultants are also required to complete CPD (Continuing Professional Development) annually as specified by their membership criteria.

# The Inspection

To ensure the inspection is independent, the consultant will arrange a mutually convenient date and personally ensure that all parties are invited to be present.

If the client refuses to allow this, the consultant will advise parties not invited of the situation and give them the opportunity to provide background and comment. Once on site the consultant will record in detail all relevant information provided and submit a detailed report.

Consultants will not discuss the content of their report during the site meeting.

This allows them to fully consider their findings, complete any investigation that may affect the report and ultimately avoid any confusion.

When presenting a report to assist in negotiation the main objective is identifying if the installation methods, or application of those methods have contributed to the problems experienced. The consultant may recommend further investigation or testing and may indicate an appropriate source, but will not involve themselves in facilitating such further action.

**For further information visit**

**[www.cfa.org.uk](http://www.cfa.org.uk)**

Telephone **0115 941 1126**

# Request an inspection

The dispute resolution service is only available to contractor and distributor members who have conducted a detailed site meeting with all interested parties before contacting the CFA. The outcome of this meeting should be included on the dispute registration form (available through the CFA offices) to verify reasonable steps have been taken to resolve the matter prior to contacting the CFA.

The dispute resolution service is for investigating installation problems or complaints within 5 years of the flooring installation. It cannot be used to investigate an obvious manufacturing defect.

The CFA dispute resolution service covers one inspection and report. No follow-up inspections or meetings are offered.

The service is primarily intended for disputes relating to commercial installations.

The choice of consultant will generally be based on the geographical location of the site and the consultant's availability and knowledge of flooring type and shall be at the discretion of the CFA.



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