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| --- | --- | --- | --- |
|  |  |  |  |
| Date: |  |
| Your Ref: |  |
| My Ref: |  |
|  |  |

Dear [insert name],

**Final Position/Deadlock Letter**

I am sorry that we have been unable to resolve this matter to your satisfaction. We have exhausted our internal complaints process. This is our final position and we are now at deadlock.

**What we cannot agree on and why**

[explain your position]

**Our final position**

[explain your final offer]

**Taking your complaint further**

You have the right to request that your complaint is referred to the Trusted Trader Alternative Dispute Resolution (ADR) service. ADR is a quicker and free alternative to court, where consumers and businesses can resolve their disputes.

To ensure your case meets the criteria for ADR, Trading Standards will review the case history and will have the final decision if a complaint is to be referred. This is to ensure all avenues of mediation have been explored and dealt with correctly, and that the complaint is something that can be dealt with via ADR.

ADR is provided by Kent County Council’s Trading Standards Service and you have up to twelve months to request your complaint is referred.

The service is free for consumers to use and is independent. All the submitted evidence will be used to reach a conclusion based on the principles of fairness, equity, relevant law and trade standards. An adjudication will be made solely on the evidence and financial recompense may be awarded if appropriate.

The outcome is not binding on you as a consumer but is binding on a Trusted Trader scheme member.

If you wish to request the use ADR, then inform Trusted Trader by contacting info@trustedtrader.scot or telephoning 0131 677 0246.

[Contact details]

Yours faithfully,

(Name)

(Job title)