Product Complaint: Mandate and Agreement

Re: Product Complaint Mandate (Case ID:)

Effective Date: 24/11/2026

This document formalises the product complaint submitted to Adhoc Support CIC by the Complainant and sets out the terms of our engagement based on the information provided.

Parties to this Mandate

The Complainant:
Adhoc Support ID:

The Community Advocate: Adhoc Support CIC (UK Company No. 16306685)

Complaint Summary

This mandate pertains to the following complaint submitted by the Complainant:

1. Seller / Retailer Details
Name:
Address:
First time issue with this company?:

1a. Manufacturer Details (if provided)
Name:
Address:

2. Product & Purchase Details
Product Category:
Brand:
Model/Type:
Year of Manufacture:

3. Unique Product Identifiers Provided
Identifier Selection:
Model Number:
Serial Number:
Other ID:

4. Transaction Details
Date of Purchase:
Purchase Price: ()
Invoice/Receipt Number:
Warranty Registered?:

5. Complaint Details
Reason(s) for Complaint:
Desired Outcome(s):
Date of Fault Detection:
Product in Normal Use at time of fault?:
Date of First Contact with Seller:

Method of Contact:

Reason for Rejection (if provided by seller):

6. Impact of Fault & Financial Loss
Impact(s) Reported:
Estimated Financial Loss:

Reason for Financial Loss (if applicable):

7. Detailed Description of Complaint

8. Evidence Checklist
Types of Evidence User Confirmed They Have:

Note: All uploaded evidence (proof of purchase, photos, documents, videos) has been received and is held securely on file as part of this case record.

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1. Mandate and Authorisation

I, , hereby authorise Adhoc Support CIC to act as my non-exclusive representative and community advocate in relation to the matter detailed in my complaint submission.

This authorisation includes, but is not limited to, the power to:
a) Analyse my complaint submission and, where appropriate, aggregate it with similar complaints from other members to identify systemic issues.
b) Communicate on my behalf with the seller/retailer, manufacturer, and any relevant third parties (such as insurers or repair agents) for the purpose of seeking a resolution.
c) Share aggregated and fully anonymised data derived from my complaint with regulators, academic bodies, and the public to advocate for systemic consumer protection improvements.
d) Initiate or participate in collective community actions, including public advocacy campaigns and liaising with legal partners for potential group litigation, in accordance with the Adhoc Support CIC operational model.

2. Complainant's Declarations

By signing this document, I reaffirm and declare that:
a) The information and evidence provided in my complaint submission are true, accurate, and complete to the best of my knowledge and belief.
b) I understand that providing false or misleading information may jeopardise the handling of my complaint and may have legal consequences.

3. Adhoc Support CIC's Commitments

Adhoc Support CIC commits to:
a) Acting diligently, ethically, and in good faith to represent the Complainant's interests.
b) Handling all personal data in strict confidence and in full compliance with our Privacy Policy and the UK/EU GDPR.
c) Operating on a non-profit basis, with any revenue being reinvested into our community mission as per our legal status as a Community Interest Company.

verified by approveme

d) Keeping the Complainant informed of significant developments in their case, where they have consented to receive notifications.

4. Data Processing and Consent

By signing this document, I confirm my explicit consent for Adhoc Support CIC to process all personal data contained within my complaint submission and in this Mandate for the purposes outlined above. This signature, along with its associated audit trail (including my name, email address, IP address, and timestamp), will serve as a permanent record of my consent and authorisation, in accordance with UK and EU e-signature regulations.

I understand I have the right to withdraw this consent and mandate at any time by contacting the Data Protection Officer at dataprotection@adhocsupport.org.

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5. Final Acknowledgement & Signature

How to Sign This Document:

1. First, click on the signature box below that says "**Sign Here**". This will open a pop-up window.
2. In the pop-up, choose to either "**Draw Signature**" with your mouse/finger or "**Type In Signature**" with your keyboard.
3. Once your signature appears as you want it, click the "**Adopt & Sign**" or "**Insert Signature**" button inside the pop-up.
4. After the pop-up closes, your signature will appear in the document. To finalize, you must scroll to the bottom-right of the page and click the final blue "**Agree & Sign**" button.

X 

Signed By Geza Koczian (COO, Adhoc Support CIC)
Signed On: 01/07/2025

verified by approveme

Signature Certificate

Product Complaint: Mandate and Agreement

Unique Document ID: a8d87a2b6a66e8f3f93413a68f972ccc329728f2

LEGALLY SIGNED USING WPesignature
Build. Track. Sign Contracts.

Timestamp	Audit
23/06/2025 4:41 PM GMT	Product Complaint: Mandate and Agreement Uploaded by Geza Koczian (COO, Adhoc Support CIC) - uk@adhocsupport.org IP 86.12.241.184

This audit trail report provides a detailed record of the online activity and events recorded for this contract.