

ROSI Dispute Policy

The Register Of Outstanding Invoices takes it's corporate responsibility very seriously and where there is a legitimate and valid dispute against an outstanding invoice, we encourage the recipient of a formal demand ("Recipient") to contact the third party whom sent the demand with full written details of the dispute.

As per the current FCA guidelines on dispute resolution, a third party Debt Collection Agency / Solicitor as a minimum shall endeavour to resolve same within a four week period of receiving the details in writing.

Where a Recipient claims to have a partial dispute against a debt (for example – only two out of the three items were ever delivered) then it is imperative that the Recipient first and foremost makes full payment of the undisputed portion of the debt, plus all associated costs and interest that have been attached to these invoices in accordance with any Late Payment Legislation or Contractual Penalty Terms. If you need assistance with this calculation then you should contact the party who has sent you the formal demand. Only after this part payment has been made can the dispute resolution process begin.

Where a Recipient either disputes a debt in full (for example – none of the three items were ever delivered), or as above, they have made payment of the undisputed portion of the debt plus costs then it is imperative that the Recipient immediately notifies in writing, as to full details of the dispute to the third party Solicitor or Debt Collection Agency and then secondly marks the ROSI entry as contested. To mark a ROSI entry as contested you need to login with your PIN and mark your outstanding invoice as contested.

Please note – the notification of a dispute will not lead to the immediate removal of an entry. The decision as to the validity of a debt and as to whether the listing is appropriate lies with either the supplying party or the Court, should the matter progress to the legal process. However should the Supplier / Court agree with any dispute details and it can be found that a debt or invoice is invalid in its entirety, then you may apply for the entry to be removed. [Click here for further information](#)

To lodge a formal appeal against your entry on the Register Of Outstanding Invoices please complete and print off the Appeal Form below. Please note there is an Administration Fee of £120.00 + vat (£144.00) payable upon the lodgement of all appeals. This Fee is refunded in full should your appeal be successful. Please note appeals will not be considered without receipt of this fee and cleared funds.

Please return the form below on page two, together with a cheque for the administration fee to:
Register of Outstanding Invoices, 18 Holroyd Business Centre, Carrbottom Road, Bradford BD5 9BP.

Appeal Form

To appeal an entry please click on the download button, download this form and return to the address provided.

Your Company Name:

ROSI PIN:

Amount:

Appeal Details: