

## **CONSTRUCTION DISPUTE RESOLUTION LTD**



### **STANDARD PROCEDURE FOR COMPLAINTS HANDLING**

The following procedure will be adopted by the management of Construction Dispute Resolution Ltd (CDR) in the event of a complaint being received from a client or anyone to whom “an established duty of care” is owed by the company (CDR) and/or an employee of the Company who has been appointed in a personal capacity.

If you have a complaint, then this note sets out the procedure which CDR will follow in dealing with that complaint.

1. The following persons have been authorised to deal with complaints, and you should not hesitate to contact either one of them in the event of having a complaint:-

**Janey L Milligan LL.M, FRICS, FCIArb.**  
Managing Director

E-mail: [jlmcdr@cdr.uk.com](mailto:jlmcdr@cdr.uk.com)

Pavilion 1  
Parkway Court  
Glasgow Business Park  
Glasgow  
G69 6GA

Tel: 0141 773 3377  
Fax: 0141 773 3311

**James S Unick RIBA, FRIAS, MCIArb**  
Consultant

E-mail: [jsucdr@cdr.uk.com](mailto:jsucdr@cdr.uk.com)

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint, within a reasonable time to the person selected by you from those named at 1 above.
3. Within forty-two days of receipt of your written complaint and/or written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the internal investigation into your complaint and to let you know what actions have been or will be taken.
4. If following the full written response to your complaint you remain dissatisfied, your complaint may be referred to one of the following organisations.

**Consumers Redress Scheme:-**

The Centre for Effective Dispute Resolution (CEDR)  
70 Fleet Street, London, EC4Y 1EU  
TEL:- 020 7536 6060  
FAX:- 020 7536 6061  
Email:- [info@cedr.com](mailto:info@cedr.com)

**Construction Dispute Resolution  
Pavilion 1  
Parkway Court  
291 Springhill Parkway  
Glasgow Business Park  
Glasgow G69 6GA**

**Tel: - 0141 773 3377  
Fax: - 0141 773 3311  
Email: - [info@cdr.uk.com](mailto:info@cdr.uk.com)**