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: jlm@cdr.uk.com

   James S Unick  RIBA, FRIAS, MCIArb  
   Consultant  
   E-mail: jsu@cdr.uk.com

   Pavilion 1  
   Parkway Court  
   Glasgow Business Park  
   Glasgow  
   G69 6GA

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

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