

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, FCI Arb.
Managing Director

E-mail: jlmcdr@cdr.uk.com
1 George Square
Glasgow
G2 1AL
Tel: 0141 773 3377

Lisa H Cattanach Bsc, LL.M, FRICS, FCI Arb
Director

E-mail: lhc@cdr.uk.com
1 George Square
Glasgow
G2 1AL
Tel: 0141 773 3377

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. Where there is a reasonable objection to the complaint being handled by either of the above, an external consultant may be offered by CDR as an alternative.
4. 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.
5. If following the full written response to your complaint you remain dissatisfied, your complaint may be referred to the following organisations: -

Consumers Redress Scheme:-

The Centre for Effective Dispute Resolution (CEDR)
100 St Paul's Churchyard, London, EC4M 8BU
Website cedr.com/consumer/frics
Email:- surveyors@cedr.com

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1 George Square
Glasgow
G2 1AL

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Email: - info@cdr.uk.com