



Better conflicts, Better outcomes, Better world

Complaints Procedure

Commercial Dispute Resolution Services

CEDR set high standards across the full range of services that we offer. We aim to achieve those standards on every assignment but we have a procedure for dealing with complaints that ensures they are given the proper attention.

CEDR aims to provide a responsive and timely service to all our clients, we will:

- treat all complaints seriously and deal with them properly;
- resolve complaints promptly; and
- learn from complaints and take action to improve our service.

Please address all complaints to:

Lauren McGuirl

Director of Commercial Dispute Services

CEDR Services

International Dispute Resolution Centre

100 St. Paul's Churchyard

London

EC4M 8BU

Tel: +44 (0) 20 7536 6022

E-mail:
lmcguirl@cedr.com

Your complaint will then be handled in accordance with our complaints procedure.

What we will need to know

- Your name, and details of how to contact you
- Details of your complaint
- What you would like to happen



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What you can expect from us

We will:

- Acknowledge the receipt of your complaint within five working days with an indication of how long it will take to send you a detailed response. (If you do not receive an acknowledgment within this timeframe, please contact us in case it has not been received.)
- Investigate your complaint carefully and thoroughly.
- Write back to you with a full reply within 14 working days (occasionally we may need longer than this but this will be indicated in the acknowledgment letter).
- Should you not be satisfied with the response, the matter will be referred to CEDR's Chief Operating Officer/Company Secretary to be considered further.

You will not be treated any less favourably as a result of complaining about our services.

We would also encourage you to provide us with compliments and feedback if we have exceeded expectations so that we can pass this on to the person/ team involved and learn from things we are doing right as well as from our mistakes.