



Better conflicts, Better outcomes, Better world

CEDR Complaints Procedure

We set high standards across the full range of services we offer, and we work to the CEDR Caseworker Competency Framework. Whilst we aim to achieve those standards all of the time we have a procedure for dealing with complaints that ensures they are given proper care and attention. Complaints can be made by any user of CEDR's services, including both customers and traders.

CEDR aims to provide a responsive and timely service to all users of our service. We will:

- treat all complaints seriously and deal with them properly;
- address complaints promptly; and
- learn from complaints and take action to improve our service. We can, however, only deal with complaints that raise concerns about poor customer service received by the Case Administrators.

We cannot investigate complaints about:

- decisions made by our adjudicators and arbitrators, or any of the decision process they adopt; (please note that adjudicator/ arbitrator decisions are final and cannot be appealed and this includes situations where objections have been upheld);
- the content or validity of the procedures, rules or timescales of any of the services we provide, although we will consider suggestions for improvements as we consider appropriate;
- any business decision made by CEDR; or
- complaints which, in our opinion, are unclear, unreasonable, persistent or vexatious.

Complaints must relate to a case that has reached an outcome through one of CEDR's ADR Schemes. This means your case must have reached one of the following three stages:

- Your case has been withdrawn from a scheme after it commenced
- You have reached a settlement from the company that you were in dispute with
- An adjudicator/ arbitrator has issued a final decision on your case.

Furthermore, your complaint must be brought to us within three months of the date on which your case reached one of the above stages. Complaints that are brought to us more than 3 months later will not be reviewed.



A consumer who is dissatisfied with an adjudicator/ arbitrator's decision is free to reject the decision, in which case it will have no binding effect. Furthermore, use of CEDR as an alternative dispute resolution (ADR) provider does not affect any party's rights to access court.

Every complaint that CEDR receives will be handled in line with the following three stage process:

Stage 1

In the first instance, complaints should be addressed to the Complaints Team where the matter will be referred to a senior manager who will have 30 working days in which to respond. In making your complaint, you will need to be clear not only about the nature of your complaint but also what you would like us to do about it. The Complaint Form provided is used for this purpose and must be submitted with each complaint. If your complaint is about the adjudicator or arbitrator's decision, CEDR will write to you to advise that your complaint does not fall within scope along with the reason(s) as to why we cannot review the substance of your complaint. This determination is not reviewable or open to appeal. A copy of the Complaint Form is accessible [here](#).

Please note that if you have requested that a response is posted to you, this will be received on or before the 30th working day.

Stage 2

A senior manager will usually be able to resolve your complaint. If, however, you remain dissatisfied with the handling of your complaint or the outcome of the Manager's review of your complaint, you may request, within 4 weeks of receiving our response, that the Manager's decision is reviewed by a suitably senior member of CEDR staff, usually a Director, who was neither involved in your case nor the first stage of the review of your complaint. You will need to be clear and concise about the reasons for your request and what you would like to achieve from the review. The reviewer will respond to you in writing within 30 working days of the escalation request being made. Please note that you cannot escalate your complaint to Stage 2 if your complaint has been deemed to be outside the scope of the CEDR Complaints Procedure at Stage 1.



Stage 3

If you remain dissatisfied with the written response to your complaint at Stage 2 you may request, within four weeks of receiving the response, to escalate your complaint to Stage 3. You must be clear about the reasons for your escalation request and the outcome you are looking for from the escalation.

The Stage 3 review will be carried out by an Independent Reviewer. The Independent Reviewer will respond to you in writing within 30 working days of the escalation request being made. The Independent Reviewer can make recommendations for actions to be taken by CEDR, which may relate to the specific complaint or to more general matters covered by the Complaints Procedure.

Once you have received a written response at Stage 3, the CEDR Complaints Procedure will be at an end. There is no further escalation beyond Stage 3 and no right of appeal.

Please note that in some exceptional circumstances this part of the review may take longer than 30 working days. If that is the case, we will advise you before the response due date. Further, the Independent Reviewer also assesses our performance in handling complaints about our service on an annual basis, and any subsequent recommendations are presented to CEDR Directors.

If you require any assistance completing the Complaint Form, please let the team know. This may require providing the Complaint Form in another format.

Version effective from 23 January 2020