



Better conflicts, Better outcomes, Better world

Complaints Procedure

Commercial Dispute Resolution Services

CEDR is committed to achieving high standards across our full range of services. If you feel we have not met those standards we have the following procedure for dealing with complaints.

We will:

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

Please address all complaints in writing to:

Richard Nunn
Head of Commercial Dispute Services
E: rnnun@cedr.com

What we will need to know

- Your name, contact details, and CEDR case reference
- Details of how you consider our service failed to meet the required standards
- What you would like to happen

What you can expect from us

We will:

- Acknowledge the receipt of your complaint within five working days. If you don't receive an acknowledgment, please contact us in case the complaint has not been received.
- Investigate your complaint.
- Endeavour to provide a full reply within 15 working days (occasionally we may need longer than this).
- If you are not satisfied with the response, you may request that the matter be referred to CEDR's Chief Operating Officer.

Centre for Effective Dispute
Resolution

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