

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. MAICA
Managing Director

E-mail: [jlm@cdr.uk.com](mailto:jlmcdr@cdr.uk.com)

Pavilion 1
Parkway Court
Glasgow Business Park
Glasgow
G69 6GA

Tel: 0141 773 3377
Fax: 0141 773 3311

James S Unick RIBA, FRIAS, MCIArb
Consultant

E-mail: [jsu@cdr.uk.com](mailto:jsucdr@cdr.uk.com)

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:-

Ombudsman Services: Property
PO Box 1021, Warrington, WA4 9FE
TEL:- 0845 050 8181
FAX:- 0845 051 1213
Email:- enquiries@os-property.org

Business Redress Scheme:-

Arbitration Procedure for Surveying Disputes
IDRS Limited
24 Angel Gate, City Road, London. EC1V 2PT
TEL:- 020 7520 3800
FAX:- 0845 1308 117
Email :- info@idrs.ltd.uk

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Parkway Court
291 Springhill Parkway
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