

## CEDR Complaints Procedure

We set high standards across the full range of services we offer, and we aim to achieve those standards all of the time. We have a procedure for dealing with complaints that ensure they are given proper 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 and administration.

We cannot investigate complaints about:

- decisions made by our adjudicators and arbitrators, or the decision process they adopt;
- 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.

### Stage 1

In the first instance, complaints should be addressed to the Consumer Services 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.

### 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 director. 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 director will respond to you in writing within 30 working days of the escalation request being made.

### Stage 3

If you remain dissatisfied after the director's review, you may request, within 4 weeks of receiving the director's response, that your complaint is referred to our Independent Reviewer. The Independent Reviewer will respond to you in writing within 30 working days of the escalation request being made. Our Independent Reviewer also assesses our performance in handling complaints about our service on an annual basis, and any subsequent recommendations are presented to our Directors.

Please note this is version 2 of this document.