

## Buro Four Complaints Handling Procedure

We set high standards across the full range of services we offer. We aim to achieve those standards all of the time. We have a procedure for handling and dealing with complaints that ensures that they are given proper attention. Buro Four aims to provide a proactive and timely response to any complaints that are received, we will:

- treat all complaints seriously and deal with them properly;
- resolve complaints promptly; and
- learn from complaints and implement any necessary corrective measures.

All complaints are to be addressed to:

Ian Higgs, Director  
Buro Four Project Services Limited  
1 Naoroji Street  
London WC1X 0GB

t. 020 7832 5500

f. 020 7832 5599

email: [ijhiggs@burofour.com](mailto:ijhiggs@burofour.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
- What you 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 acknowledgement within this timeframe please contact us in the event that 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).
- If we are unable to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress providers:

CEDR Solve  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU  
T: 020 7536 6060  
F: 020 7536 6061  
email: [info@cedr-solve.com](mailto:info@cedr-solve.com)