Buro Four Complaints Policy & Procedure

Our Commitment

Buro Four is committed to maintaining the highest standards across all of our services and to achieving them consistently. If something We have an established procedure for handling complaints to ensure every concern receives proper attention and a fair, timely resolution. We aim to respond proactively to any complaint we receive, and we will:

- Treat all complaints seriously and manage them professionally.
- Resolve issues promptly and transparently.
- Use feedback to identify root causes and implement corrective or preventive measures for continual improvement

How to Make a Complaint

All complaints should be addressed to:

Ian Higgs, Director
Buro Four Project Services Limited
75 Farringdon Road, Third Floor
London, EC1M 3JY

Tel: 020 7832 5500
Email: ijhiggs@burofour.com

Information we Need

When submitting a complaint, please include:

- Your name, and contact details
- Details of your complaint (what happened, when, where, who was involved)
- What you would like to happen
- What you expect from us

What you Can Expect from Us

1. **Acknowledgement**
   - We will acknowledge the receipt of your complaint within five working days, confirming that we have received it and providing an estimated timeframe for investigation.
   - If you don't not receive an acknowledgement within this period, please contact us to ensure your complaint has been received.
2. **Investigation**
   - We will investigate your complaint carefully and thoroughly.
   - This may include reviewing documentation, speaking to those involved and assessing whether corrective action is required.
3. **Response**
   - We aim to provide a full written reply within 14 working days.
   - If more time is needed, we will inform you and explain why.
4. **If You Are Not Satisfied**

- If we are unable to resolve your complaint, or if you are not satisfied with our response, you may refer your complaint to an independent redress provider,

CEDR Solve
The International Dispute Resolution Centre
70 Fleet Street, London, EC4Y 1EU
Tel: 020 7536 6060
Email: info@cedr-solve.com

Buro Four Complaints Policy & Procedure

Confidentiality

All complaints are handled in the strictest confidence.

Your personal information will only be used to investigate and respond to your complaint, in line with our Privacy Policy and GDPR obligations.

Continuous Improvement

We review all complaints to identify trends, root causes, and opportunities for improvement.

Your feedback helps us enhance our service delivery and strengthen client relationships.