

Comments, Compliments and Complaints procedure

We welcome all feedback so that we know where we could make our services better or where our current services are meeting your needs.

Comments and Compliments

We would encourage you to provide us with compliments and feedback if we have exceeded expectations so that we can pass this on to the person/ team involved and learn from things we are doing right as well as from our mistakes.

Please address all comments and compliments to info@cedr.com.hk or cchiu@cedr.com.hk

Complaints

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

CEDR Asia Pacific aims to provide a responsive and timely service to all our clients, we will:

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

Please address all complaints to the appropriate department, or to:

Graham Massie, CEDR Asia Pacific Director

E-mail: gmassie@cedr.com

Complaints Procedure

Your complaint will then be handled in accordance with our complaints procedure as below.

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 can 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).
- Should you not be satisfied with the response, the matter will be referred to CEDR's Chief Executive to be considered further and may include a meeting with all concerned parties in an effort to reach a satisfactory conclusion.

You will not be treated any less favourably as a result of complaining about our services.