

CA-09 Dispute Resolution Procedure

1. This dispute resolution procedure note is to be read alongside ISOComply Limited terms and conditions of sale.
2. All notices raised in relation to any dispute by the 'Client' ("a Dispute Notice") must be in writing to ISOComply Limited head office.
3. Any Dispute Notice must contain full details as is reasonably practicable of the matter claimed to be in dispute and must clearly identify that it is a Dispute Notice.
4. ISOComply Limited will acknowledge in writing to the 'Client' receipt of all Dispute Notices within 7 days.
5. Where the 'Client' is not satisfied with the ISOComply Limited written acknowledgement of a Dispute Notice, a written rejection of the response to Dispute Notice must be formally issued by the 'Client'. In such cases a meeting will be convened between the parties within 14 days of the receipt of such rejection ("the Meeting"). The Meeting will be held at ISOComply Limited registered office in Hooton.
6. Should the 'Client' wish to be represented by professional external representatives at such meetings, this will only be acceptable if notification of such attendance is contained in the rejection of the ISOComply Limited Dispute Notice response.
7. If the parties fail to reach an amicable agreement evidence in writing within one month of the Meeting, then either party will have the right to refer the dispute to Arbitration.
8. The Arbitrator will be appointed by the Chairman of the Chartered Institute of Arbitrators, 12, Bloomsbury Square, London, WC1A 2LP no less than two months after the Meeting.
9. Such Arbitration will be presided over by a single Arbitrator who must also be a qualified solicitor. The Arbitration will be on a documents only basis.
10. Notices must be in writing and issued by fax / post. E.mailed notices are acceptable on the date of issue if copied and posted first class on the same day.
11. The decision of the Arbitrator shall be binding on both the 'Client' and ISOComply Limited and the costs and expenses of both parties and the Arbitrator shall be borne as the Arbitrator shall decide.

ISOComplyLtd

Hooton

March 2024