

Alternative Dispute Resolution (“ADR”)

Our hope is that any complaint will be capable of being finally resolved through these internal processes. If, however, you are not satisfied with our response, either you or we may refer the dispute to ADR by Small Claims Mediation (UK) Limited, which is an independent company providing ADR services. Their address and telephone number are:

PO Box 10352, Oakham,

Rutland LE15 0SY

Contact 0800 1670700

Alternatively, they can be contacted via their website using this link: <http://www.small-claims-mediation.co.uk/>.