



**Bringing Dispute Resolution out of the dark**  
A Limited Liability Partnership

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## **Complaint Handling & Feedback Policy**

Last updated: 2024-01-03

### **1. INTRODUCTION**

Welcome to **The ADR Initiative LLP** (“Company”, “we”, “our”, “us”)!

This Complaint Handling & Feedback Policy (“Complaint Policy”) governs your complaint/feedback of services or products purchased or booked (“Orders”) on our website located at **theadrinitiative.com/** and **theadri.org/** (together or individually “Service”) operated by **The ADR Initiative LLP**, or services offered in person through one of our centers.

### **2. Complaint Handling & Feedback Policy**

In light of any complaint or feedback, please email us to [complaints@theadrinitiative.com](mailto:complaints@theadrinitiative.com) with the details of your complaint/feedback.

The matter will be taken by one of our partners and they will attempt to revert back to you within 48 hours.