



Suppliers Brochure

Supplier Complaints Procedure



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Suppliers should in the first instance address any complaint to the Contract or Technical contact whose name appears on the advert, Contract or Invitation to Tender. If this does not resolve the issue, or no individual can be identified, please send an email to:

commercial.services@dounreay.com
(marked Urgent for the attention of
Head of Commercial)

Or write to:

DSRL
Head of Commercial
D2003
Dounreay
Thurso
KW14 7TZ

You must provide your name and address, but DSRL will keep this confidential if you request and give your reasons. Please indicate the nature of your complaint and any relevant circumstances and references.

Please note this route should not be used for contractual disputes, which must follow the dispute resolution procedure stated in the relevant Contract.

Your complaint will be acknowledged within 2 working days, of receipt, DSRL will endeavour to investigate the complaint and reply within 20 working days or respond with the date when we expect to reply, giving reasons for the delay.

