

Disputes Policy

Methodworks Production Ltd. 20-22 Wenlock Road, London, England, N1 7GU

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www.methodworksproduction.com

“If The Method Works, Why Change It.”

The Service Level Agreements, Terms and Conditions and all other related legal documents, along with glossary and project lifecycle documents and The Method have all been produced to notify those we collaborate and travel with, as clearly and in as much appropriate detail as necessary, the processes, procedures, methods and agreements in place.

Effective from 1 April 2012 (unless stated otherwise) for new and existing business accounts/services and travellers/cast members, the Disputes Policy reiterates how we at Methodworks Production Ltd deal with any conflicts as amicably and as professionally as possible. This is not an exhaustive policy and should not be considered as the definitive guide.

1.0 Conflict Resolution For Terms And Conditions

1.1 Should any of the terms and conditions be breached the relevant action shall be taken to resolve the matters at hand in a harmonious and ecologically sound way deemed for the best interest of the project.

1.2 Resolution of such challenges as they arise should be dealt with by the individual whose responsibility it is while informing the creative family and all whom the challenges are deemed to effect in due course.

1.3 The complaints procedure should be followed by the Collaborator if any grievances arise, by contacting the accounts department in writing informing them of the complaint or issue in a timely and professional manner offering possible solutions to the matter at hand.

[Accounts Department: accounts@methodworksproduction.com]

1.4 Where possible, all disputes and conflicts will be resolved internally with the most senior member of the creative family available. All communications and resolutions will be recorded and stored appropriately.

1.5 Should [clause 3.3](#) not be possible, and no resolution may be found internally, the Laws Governed by the Courts of the United Kingdom will be sought in conjunction with the documentation and agreements within the Quote, the SLA and the Terms and Conditions or other relevant documentation as the case so requires.

2.0 General Conflict Resolution

2.1 All other disputes or complaints of a serious nature should be made in writing whether by written letter or by email to the accounts department including all relevant evidence and details in a timely fashion.

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2.2 All disputes or complaints will be dealt with as stated in section 1.0.

This document is to be reviewed on a yearly basis in March.

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Issued by Methodworks Production Ltd.

Collaborator Information:
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