

## MedCo Escalation Procedure

The escalation procedure is set out in the data contributor and user agreements. All disputes arising from those agreements are to be resolved by using the escalation procedure. The agreements are the contractual basis for your engagement with MedCo and will cover all disputes between us, including any issues raised by MedCo flowing from the Ethics Policy. The below sets out as a flow chart the steps that are required to be taken by each party and when.

