

The QS Company Complaints Handling Procedure

Introduction

The QS Company is committed to providing high-quality services to all of our clients. We understand that there may be times when issues or concerns arise, and we take complaints seriously. This document outlines our procedure for handling complaints, ensuring that we address any concerns efficiently, fairly, and in compliance with RICS regulations.

What is a Complaint?

A complaint is any expression of dissatisfaction, whether oral or written, from a client or a third party regarding the services provided by The QS Company. A complaint may arise due to:

- The quality of service provided.
- Delays or failure in communication.
- Disagreements about fees.
- Other issues related to our professional services.

Our Complaints Handling Procedure

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Jacob Suthers

The QS Advisory Co Ltd

44 Ormskirk Road, Second Floor Offices, Preston PR1 2QP Jacob.suthers@theqsco.com

www.theqsco.com

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

CEDR Limited

100 St. Paul's Churchyard, London EC4M 8BU, United Kingdom

+44 (0)20 7536 6000

<https://www.cedr.com> Retaining

Records

We will retain records of all complaints for a minimum of ****six years**** from the date of resolution, as required by RICS guidelines. These records will include details of the complaint, our investigation, the outcome, and any actions taken.

Contact Details

For further information about our complaints handling process, or to submit a complaint, please contact:

Jacob Suthers CEO

Jacob.suthers@theqsco.com

Your Rights Under RICS Regulations

As a client of a RICS-regulated firm, you have the right to submit a complaint to the firm and expect it to be dealt with in a timely and transparent manner. If your complaint remains unresolved after going through our internal process, you are entitled to escalate the matter to RICS, or another appropriate independent body, in accordance with the RICS complaints handling guidelines.