

Formally registering a complaint

If you wish to record a formal complaint please follow the below details.

1) Outline the details of your complaint by letter or email, and send to:

Customer Care Department, QAS Ltd, George West House, 2-3 Clapham Common North Side, London SW40QL or email customercare@qas.com

Your complaint will be acknowledged by letter or email within seven working days from the date it is received. The letter will contain the following information:

- Name, address and telephone number of the person who will investigate the complaint
- The date the investigation will start
- What support you can receive during the process of the complaint, e.g. in terms of making information accessible

2) You will receive a full response to your complaint within 21 working days from the start of the investigation in writing from the person appointed to investigate the complaint. The response will include the following information:

- Details of the investigation
- A decision about whether the complaint was upheld or not
- The reason for the decision
- The redress, if appropriate, which will be offered to you e.g. an apology, additional help or directing to other sources of advice or support
- Any other action that may be taken in light of the complaint
- If it is not possible to provide a full answer to your complaint within 21 working days, the letter will outline reasons why and give a date by which a full answer is expected