



Feedback and Complaint Procedure

Date: 7th July 2021

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e: feedback@q-bot.co

t: +44 (0) 203 795 0236

Q-Bot Limited

Block G, Riverside Business Centre,
Bendon Valley, Wandsworth, SW18 4UQ

Reg. no: 07972299

Q-Bot is committed to providing a high-quality service to all clients, customers, suppliers and stakeholders we work with, and are in contact direct or indirect with. When something goes wrong we want you to tell us about it. This will help us to improve our standards and ensure that we provide the best possible service.

Making a suggestion

Sometimes people feel more comfortable about suggesting improvements rather than complaining formally. Here at Q-Bot we welcome feedback and are happy to discuss any thoughts you may have.

Making a complaint

If you are unhappy with any aspect of the service which you have received it is often best to raise your complaint immediately with the team.

If you would like your complaint to be formally investigated, you can either contact the team member you are dealing with or fill in the Customer Complaint Form [here](#).

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide.

Who can complain

Anyone affected by the way Q-Bot provides services can make a complaint. If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can submit a complaint by phone, email, post and/or face to face.

- [By phone](#)

If you are a private homeowner, social landlord, partner, please call this number: +44 (0) 203 795 0236.

If you are a supplier or finance, please call this number: +44 (0) 208 877 2709.

- [By email](#)

You can email feedback@q-bot.co to submit your complaint, or contact the team member you have been in contact.

- [By post](#)

You can write to: Q-Bot Limited, Block G, Riverside Business Centre, Bendon Valley, Wandsworth, SW18 4UQ

Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

How we handle complaints

Q-Bot's Marketing Manager or Customer Success Executive may ask a senior member of the management team to investigate the complaint. We will acknowledge your complaint within 24 hours and give you the name and contact details of the person investigating it.

We may need to contact you to collect further information about your complaint, and ask for evidence such as photos and videos where relevant.

Once the team has all necessary information, the team will internally review the complaint to agree on action(s) to be taken. This can take up to 10 working days. Please note that we will try to resolve your complaint as soon as possible.

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 28 days unless we agree a different time scale with you.

When we have finished investigating, we will contact you to discuss the outcome, and write to you with:

- details of the findings;
- how it was resolved; and if required,
- our further proposals to resolve your complaint.

If Q-Bot's resolution does not satisfy you, you are entitled to ask contact details of the escalation person, which may be Martin Jervis, Chief Commercial and Operating Officer, or in his absence Anthony Blaiklock, Chief Financial Officer. Though this should only happen after this Complaint Procedure has been completed.

Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice.

If you complain more than 4 weeks later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.