

Complaints Procedure and Form
Quorum Network Resources Limited

Procedure

This Procedure aims to outline how to submit a complaint to Quorum Network Resources Limited.

You can use this Complaints Form to tell us about a complaint you have about the way we have handled your personal data.

For us to respond to your request, we ask that you submit this form electronically via email to ruth.kinnear@quorum.co.uk; or write to us at 18 Greenside Lane, Edinburgh, EH1 3AH; or you can phone us on 0131 652 3954. To handle your complaint, we will require to record and process your personal data. We may also require to ask you to provide identification to prove who you are. This is based on our legitimate interest of handling complaints. For more information on how we handle personal data and your data subject rights, please see the Website Privacy Notice available at www.quorum.co.uk.

We shall acknowledge your request within a minimum of 30 days of receipt of a valid request and will take appropriate steps to respond to the complaint and inform you of the outcome of our investigation without undue delay. We aim to keep you fully informed as to any progress associated with your complaint. If you are ultimately unhappy with our response to your complaint, you can also complain to the Information Commissioner (www.ico.org.uk) or exercise your rights in Court.

Your Contact Information:

Please provide your information in the space below.

We will only use the information you provide on this form to identify you, investigate your complaint, and provide you with a response.

Full name:	
Home Address:	
Phone Number:	
Email Address:	
What is your relationship with us? (e.g. employee, customer, etc.)	
Are you making this complaint on behalf of another person? If yes,	

please provide details and evidence of your ability to do so. This may take the form of a Power of Attorney or written letter signed by the data subject.	
Are you or the individual you are making this complaint on behalf of (if applicable) under the age of 16? If yes, please provide details.	

Our standard response format is via secure email, if you would prefer to receive our response in another way, or if you require any reasonable adjustments to receive a response, please specify this here:

Complaint Details:

Please provide as much detail as possible about the incident your complaint relates to. Information such as time frames, dates, names, the format of correspondence, etc. will help us to investigate your complaint quickly and effectively. Please also provide us with any supporting documents which you believe to be relevant to your complaint.

We may contact you for additional information if the scope of your complaint is unclear or does not provide us with sufficient information to allow us to conduct our investigation. Where we need additional information or to verify your identity (to confirm you are entitled to receive the response to your complaint) we will begin processing your complaint when we have that information.

Supporting Documents:

Please attach copies of any documents which you believe are relevant to your complaint. This will allow us to more effectively investigate.

Signature and Acknowledgement:

I confirm that the information provided on this form is correct and that I am the person whose name appears on this form. I understand that:

- Quorum may need to confirm proof of identity and may need to contact me again for further information.
- Quorum may not be able to respond to my complaint if they do not receive all of the required information to process my complaint.

Signature:

Date: