



## **Complaints Policy**

### **Quinn Oath Advisory Limited**

**Version:** 1.0

**Last Updated:** 20 May 2026

**Review Frequency:** Annual or as required

#### **1. Purpose**

Quinn Oath Advisory Limited is committed to delivering professional, responsive, and high-quality consultancy services. We recognise that concerns or complaints may occasionally arise and are committed to addressing these fairly, consistently, and in a timely manner.

This policy sets out how complaints relating to the services provided by Quinn Oath Advisory Limited will be handled.

#### **2. Scope**

This policy applies to complaints relating to consultancy services, professional conduct, communication, service delivery, or operational matters connected to Quinn Oath Advisory Limited.

The policy applies to clients, prospective clients, suppliers, and other professional stakeholders interacting with the business.

#### **3. Our Commitment**

Quinn Oath Advisory Limited aims to:

- treat all complaints seriously and professionally,
- acknowledge concerns promptly,
- review complaints fairly and objectively,
- communicate clearly throughout the process,
- seek appropriate and proportionate resolution where possible,
- identify opportunities for service improvement where relevant.

Raising a complaint will not negatively affect ongoing professional relationships where concerns are raised respectfully and in good faith.

#### **4. How to Raise a Complaint**

Complaints should be submitted in writing wherever possible to ensure concerns can be properly reviewed and documented.

Complaints may be submitted by email to:

[helen@quinnoathadvisory.co.uk](mailto:helen@quinnoathadvisory.co.uk)



Complaints should include:

- the complainant's name and organisation,
- details of the concern or issue,
- relevant dates or background information,
- any supporting documentation where appropriate,
- the outcome or resolution sought, where relevant.

### **5. Complaint Handling Process**

Upon receipt of a complaint, Quinn Oath Advisory Limited will acknowledge the complaint within a reasonable timeframe.

The complaint will then be reviewed objectively, taking into consideration the nature of the concern, any supporting information provided, and any relevant records or communications. Where additional information is required to support the review, this may be requested from the complainant.

A response will be provided within a reasonable timeframe, although complex matters may require additional time for full review and consideration.

Where appropriate, reasonable steps will be taken to resolve concerns fairly and proportionately.

### **6. Professional Conduct During Complaints**

Quinn Oath Advisory Limited is committed to maintaining professional and respectful communication throughout the complaints process.

Abusive, threatening, discriminatory, aggressive, or unreasonable behaviour towards Quinn Oath Advisory Limited or associated parties will not be tolerated and may result in communication restrictions or termination of engagement where appropriate.

### **7. Confidentiality**

Complaints will be handled confidentially as far as reasonably possible and information will only be shared where necessary to investigate, resolve, or respond to the matter appropriately.

Information relating to complaints may be retained in accordance with legal, regulatory, insurance, or operational requirements.

### **8. Record Keeping**

Records relating to complaints, investigations, responses, and outcomes may be retained for business, legal, regulatory, or professional purposes.

### **9. Policy Review**

This policy may be reviewed and updated periodically to reflect operational, legal, or regulatory changes.