

COMPLAINTS HANDLING PROCEDURE

RICS-regulated firm	Quantity Surveyor for Quantity Surveyors (Private) Ltd (registered with RICS as “Quantity Surveyor for Quantity Surveyors”)
Policy owner	M S Mohamed Munas FRICS - Director / Responsible Principal
RICS Firm Registration No.	871767
Sri Lankan company registration	PV00234807
Current office / postal address	No. 07, Pirivena Road, Ratmalana, Sri Lanka
Brand clarification	“QS4QS” is a brand abbreviation/logo.

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1. Purpose and commitment

Quantity Surveyor for Quantity Surveyors (Private) Ltd, registered with RICS as “Quantity Surveyor for Quantity Surveyors”, is committed to providing good-quality, diligent and professional surveying services. We take complaints seriously and use them to resolve concerns, protect clients, improve our services and maintain public confidence in the surveying profession.

This procedure is designed to comply with the RICS Rules of Conduct and the RICS professional requirements for regulated firms, while operating consistently with applicable Sri Lankan law. The procedure is free to use and will be administered fairly, promptly, openly and without retaliation against a complainant.

2. Scope

This procedure applies to complaints concerning the Firm's RICS-regulated surveying services in Sri Lanka, namely construction cost management and construction contract procurement/management, including quantity surveying, tendering and contract administration. Infrastructure surveying services are outside the current declared scope unless separately agreed, appropriately insured and included within the Firm's regulatory scope.

It may be used by a current or former client, a prospective client, or another person materially affected by the firm's surveying services. It does not apply to:

- employment grievances or disciplinary matters;
- learner complaints, academic appeals, training delivery or education services, which are handled under the relevant education complaints and appeals procedures;
- a request that is solely for information, unless it includes an expression of dissatisfaction; or
- a matter already finally determined by a court, tribunal or binding dispute-resolution process, except where the complaint concerns how the firm administered the matter.

Nothing in this procedure excludes, restricts or delays any non-excludable right or remedy available under Sri Lankan law. Urgent legal relief may be sought where permitted by law.

3. What is a complaint?

A complaint is any oral or written expression of dissatisfaction about the firm, a member of its staff, or the standard, conduct or outcome of its surveying services, where a response or resolution is reasonably expected. A complainant does not need to use the word “complaint”.

A minor concern may be resolved immediately by the person dealing with it. If it cannot be resolved promptly, is repeated, involves alleged negligence, misconduct, financial loss, discrimination, data misuse or a serious service failure, it must be referred to the Responsible Principal and recorded in the complaints log.

4. Principles governing the procedure

- Complaints will be handled objectively, respectfully and in proportion to their seriousness.
- The complainant will not be charged for the firm's internal handling of the complaint.
- The firm will not discourage a complainant from using an RICS-approved alternative dispute resolution provider, contacting RICS, approaching the Consumer Affairs Authority where applicable, or exercising lawful rights.
- A person who is the subject of a complaint will not be the sole decision-maker on that complaint. Where the complaint concerns the Responsible Principal, the firm will arrange an appropriately independent review.
- Reasonable assistance will be offered to persons who have difficulty submitting a written complaint or who require accessibility support.

5. How to make a complaint

Please provide the complaint in writing where possible so that the firm has a complete and accurate understanding of the issues. Complaints should be addressed to:

Complaints contact	M S Mohamed Munas FRICS - Responsible Principal
Email	munas@qs4qs.com
Post	Quantity Surveyor for Quantity Surveyors (Private) Ltd, No. 07, Pirivena Road, Ratmalana, Sri Lanka
Website	www.qs4qs.com
Subject line	Formal Complaint - Surveying Services

The complaint should, where available, include:

- the complainant's name and contact details;
- the project, instruction or service concerned;
- what happened and when;
- the persons involved;
- copies of relevant documents, correspondence, photographs or other evidence;
- the impact of the matter; and
- the outcome or remedy sought.

The firm will not reject a complaint solely because information is incomplete. We may ask reasonable questions or request supporting material needed for a fair investigation. Where a complaint is made verbally, the firm may prepare a written summary and ask the complainant to confirm that it is accurate.

6. Stage One - Internal consideration and response

6.1 Receipt and acknowledgement

The complaint will be entered in the complaints log as soon as practicable. The firm will acknowledge receipt within 7 calendar days. The acknowledgement will identify the complaint reference, the person handling the complaint, the issues understood and the anticipated next steps.

Acknowledging or investigating a complaint does not constitute an admission of liability.

6.2 Investigation

The complaint handler will review the terms of engagement, project file, communications, reports, calculations and any other relevant evidence. The firm may speak with the complainant and relevant staff, seek clarification, inspect relevant work, or obtain an independent professional view where proportionate.

The investigation will be impartial. A conflict of interest will be identified and managed. Where the complaint concerns the Responsible Principal or an issue that cannot be reviewed independently within the firm, an appropriately qualified independent RICS professional or other suitable independent person may be appointed.

Where the complaint may reasonably give rise to a professional indemnity claim or notification, the firm will notify its insurer or broker in accordance with the insurance policy. This will not be used to avoid or unreasonably delay communication with the complainant.

6.3 Response time

The firm will aim to provide a full written response within 28 calendar days of receiving the written complaint or confirmed written summary. If a full response cannot reasonably be provided within that period, the firm will issue a written progress update explaining the reason, the outstanding steps and the revised response date. Further updates will be provided at reasonable intervals.

6.4 Final response and possible outcomes

The final response will, as appropriate:

- summarise the complaint and evidence considered;
- state the findings on each material issue;
- explain the reasons for the decision;
- identify any remedy, corrective action or service improvement;
- confirm whether the complaint is closed at Stage One; and
- explain the Stage Two independent redress options if the complainant remains dissatisfied.

Depending on the circumstances, remedies may include an explanation, apology, correction of work, re-performance of an agreed service, fee adjustment or refund, compensation or another proportionate action. Any financial settlement will be subject to applicable law, the terms of engagement and professional indemnity requirements.

7. Stage Two - Independent alternative dispute resolution

If the complaint cannot be resolved to the complainant's satisfaction at Stage One, the complainant may request independent alternative dispute resolution (ADR). The Firm's selected provider, is:

Provider	International Chamber of Commerce (ICC) Dispute Resolution Services
ADR body	Secretariat of the ICC International Centre for ADR
Address	33-43 Avenue du Président Wilson, 75116 Paris, France
Telephone	+33 1 49 53 28 28
Contact	Official ICC Dispute Resolution Services contact form
Website	https://iccwbo.org/dispute-resolution/dispute-resolution-services/

Before a referral, the Firm will confirm that ICC Dispute Resolution Services remains approved by RICS and is suitable for the complaint. If ICC cannot accept the matter or is not suitable, the Firm will identify another suitable RICS-approved Asia-Pacific ADR provider and provide its details in writing.

Where the complainant is a consumer acting outside a business or profession, the Firm will ensure that a RICS-approved redress mechanism is available without an ADR case fee being imposed on the consumer. If ICC does not provide a suitable free consumer redress route for the matter, the Firm will appoint another RICS-approved Asia-Pacific consumer ADR provider and provide its details in writing. This does not normally cover the consumer's optional legal representation, expert or travel costs.

Participation in ADR is voluntary unless the parties' contract or applicable law provides otherwise. The firm will cooperate in good faith and will not penalise or intimidate a complainant for seeking independent redress.

8. Sri Lankan consumer and legal remedies

This CHP is additional to rights available under Sri Lankan law. Depending on the circumstances and legal standing of the complainant:

- A consumer complaint concerning the supply of services may be referred to the Consumer Affairs Authority of Sri Lanka where the matter falls within its jurisdiction under the Consumer Affairs Authority Act, No. 9 of 2003.
- The parties may agree to voluntary mediation of a civil or commercial dispute under the Mediation (Civil and Commercial Disputes) Act, No. 13 of 2026, or use another lawful mediation mechanism. Any mediation will be conducted in accordance with applicable law and agreed rules.
- A complainant may seek legal advice and use the courts or another lawful tribunal where permitted. Nothing in this procedure contracts out of mandatory Sri Lankan law or prevents urgent provisional relief.

Authority	Consumer Affairs Authority of Sri Lanka
Address	Director General, No. 27, Vauxhall Street, Colombo 02, Sri Lanka
Hotline	1977
Complaint unit	011-7755481 / 011-7755482 / 011-7755483
Website	www.caa.gov.lk

9. Reporting concerns to RICS

RICS Regulation does not replace this firm-level procedure or the ADR process for ordinary service and compensation disputes. However, a person may report a regulatory concern about an RICS member or RICS-regulated firm directly to RICS. The firm will not discourage or obstruct such contact.

Email	complaints@rics.org
Post	RICS Regulation, 55 Colmore Row, Birmingham B3 2AA, United Kingdom
Website	www.rics.org - Report concerns about an RICS member or regulated firm
Note	RICS Regulation may investigate professional or regulatory conduct but is not a compensation scheme

10. Confidentiality, personal data and disclosure

Complaint information will be handled confidentially and shared only with persons who reasonably need it to investigate, obtain professional or legal advice, notify insurers, comply with regulation, conduct ADR, protect lawful interests or meet legal duties.

Personal data will be processed lawfully, fairly, securely and only to the extent reasonably necessary for complaint handling, risk management, regulatory cooperation and service improvement, in accordance with the Personal Data Protection Act, No. 9 of 2022, as amended and brought into operation from time to time, and any other applicable Sri Lankan law.

Confidentiality is not absolute. Information may be disclosed where required by law, court order, RICS regulatory requirements, professional indemnity insurance terms, or where necessary to prevent serious harm, fraud or misconduct. Where lawful and practicable, the complainant will be informed of material disclosure.

11. Complaints log, records and learning

Every formal complaint will be recorded in the firm's complaints log. The record will include, as appropriate:

- complaint reference and dates;
- complainant and project details;
- issues raised and category of complaint;
- person responsible for handling and any conflicts identified;
- acknowledgements, updates and response dates;
- evidence reviewed and investigation steps;
- outcome, remedy and closure date;
- PII, RICS, legal or ADR notifications; and
- lessons learned, preventive actions and responsible persons.

Complaint files and the complaints log will be retained securely for at least six years after closure, or longer where required by applicable law, the relevant contract, professional indemnity insurance, an ongoing claim, RICS requirements or the firm's record-retention policy. Access will be restricted and records will be disposed of securely when retention is no longer justified.

The Responsible Principal will review complaints and trends at least annually. Lessons may result in changes to terms of engagement, templates, supervision, quality control, staff training, CPD or client communication.

12. Serious matters and regulatory reporting

Where a complaint reveals suspected fraud, dishonesty, serious professional misconduct, significant data loss, missing client money, material harm, criminal conduct or another reportable matter, the firm will take immediate protective action and make any required notification to RICS, insurers, law-enforcement bodies, the Data Protection Authority or another competent authority. Such action may proceed separately from the service complaint.

13. Fair use and unacceptable behaviour

The firm will remain patient and respectful, including where a complainant is distressed or persistent. It may, however, set proportionate communication arrangements where conduct becomes abusive, threatening, discriminatory, knowingly false, excessively repetitive or obstructive. Any restriction will be explained in writing, will not be used to suppress a genuine complaint and will preserve access to ADR, RICS and lawful remedies.

14. Publication, review and availability

This procedure will be published on the firm's website and made available without charge on request. It will be referred to in the firm's standard terms of engagement for surveying services. Staff and consultants involved in client service will be briefed on how to recognise, escalate and record complaints.

The Responsible Principal will review this procedure annually and sooner where RICS requirements, Sri Lankan law, the firm's services or appointed ADR arrangements change.

15. Reference framework

This procedure has been prepared with reference to the RICS Rules of Conduct; RICS Complaints handling professional standard (October 2023); RICS requirements on Complaint Handling and Alternative Dispute Resolution; the RICS-approved ADR mechanisms for Asia Pacific; the Firm's selected provider, International

Chamber of Commerce (ICC) Dispute Resolution Services; the Consumer Affairs Authority Act, No. 9 of 2003; the Mediation (Civil and Commercial Disputes) Act, No. 13 of 2026; and the Personal Data Protection Act, No. 9 of 2022, as amended and brought into operation from time to time.
