



COMPLAINT RESOLUTION POLICY

This Complaint Resolution Policy ("Policy") is established by Quality Local Contractors ("QLC"), a Canadian-based business with future plans for U.S. expansion, to outline the procedures for handling complaints from contractors or clients regarding services rendered through QLC's platform.

1. Purpose

- This Policy aims to ensure that all complaints are handled fairly, transparently, and in a timely manner.
- QLC is committed to resolving disputes efficiently while maintaining the integrity of its platform and services.

2. Scope

- This Policy applies to:
 - 1) Contractors providing services through QLC.
 - 2) Clients using QLC to hire contractors.
 - 3) Any disputes arising from transactions or interactions on the platform.

3. Complaint Submission Process

- Complaints must be submitted in writing through one of the following methods:
 - 1) **Email:** [Insert Contact Email]
 - 2) **Online Form:** [Insert Webpage Link]
 - 3) **Mail:** [Insert Mailing Address]
- The complaint must include:

- 1) Name and contact details of the complainant.
- 2) A clear description of the issue, including dates and relevant documentation.
- 3) Any previous attempts to resolve the matter directly.

4. Complaint Review Process

- Upon receipt, QLC will acknowledge the complaint within **[X] business days**.
- The complaint will be reviewed by QLC's **Complaint Resolution Team**, which may request additional information if necessary.
- The resolution process may involve:
 - 1) Mediation between the parties involved.
 - 2) Investigation into service records and relevant agreements.
 - 3) Corrective action if a violation of QLC's policies is identified.
- A resolution decision will be communicated to the complainant within **[X] business days** from the date of receipt.

5. Appeals Process

- If the complainant is dissatisfied with the resolution, they may appeal within **[X] days** of the decision.
- Appeals must be submitted in writing, stating the reasons for disagreement and any new supporting evidence.
- The appeal will be reviewed by a senior representative, and a final decision will be provided within **[X] business days**.

6. Confidentiality and Non-Retaliation

- QLC will handle all complaints with confidentiality and ensure that no party faces retaliation for submitting a complaint.
- Information regarding complaints will only be shared with individuals directly involved in the resolution process.

7. Governing Law

- This Policy shall be governed by the laws of the Province of Ontario, Canada.
Upon QLC's U.S. expansion, applicable U.S. state laws shall also apply.