



Feedback, requests and complaints policy

Quantum Commodity Intelligence works to the highest standards in providing news, pricing and analysis across the commodities sector. We encourage all types of feedback, including suggestions, requests or should the need arise, complaints.

We ask subscribers or interested parties to adhere to the following steps.

Routine inquiries/feedback

Please speak to your regular analyst contact at Quantum, or your Quantum sales representative for details of the appropriate person to speak with. Otherwise, please send an email to info@qcintel.com

If the request is to check a price assessment or discuss the content of a news story, the analyst will immediately open a review process and discuss the matter with management. Quantum will assess the request on an urgent basis and revert back.

Request for further review

If a further review is required, or initial feedback from Quantum does not fully address the matter, direct contact should be made with the senior management team. Please email the following address summarizing the issue: seniormanagement@qcintel.com

Making a formal Complaint

For a formal complaint against either a Quantum team member or content published by Quantum, the complaint should be sent to the Directors of Quantum Commodity Intelligence, who will further investigate the formal complaint in a timely and fair manner. Please send an email to the following with a summary of the complaint: directors@qcintel.com

The outcome of the investigation will be formally entered in the Quantum register. The complaint process will be conducted within a reasonable timescale and the complainant will be kept informed of the timetable.

If a complainant feels the matter has not been satisfactorily addressed, Quantum will refer the matter to a suitably qualified third party, appointed by Quantum.

Updated February 2022