



## Our Complaints Policy

We are committed to providing a high-quality accountancy service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the ACCA.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Albie Turner, who will then review your matter in detail and speak to the member of staff who acted for you.
3. Mr Turner will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 21 days of sending you the acknowledgment letter.
4. Within 5 days of the meeting, Mr Turner will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Turner will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the original acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review his decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons for the decision.



8. If you are still not satisfied, you can then contact:  
Assessment Department  
ACCA  
The Adelphi  
1-11 John Adam Street  
London  
WC2N 6AU  
Tel: 0207 059 5000  
Email: [complaintsassessment@accaglobal.com](mailto:complaintsassessment@accaglobal.com)



## COMPLAINT NOTIFICATION FORM

### PRIVATE AND CONFIDENTIAL

Circulation of this form should be restricted to:

- Principles of the firm
- Personnel directly involved in the complaint and their line managers
- Legal advisors, profession indemnity insurance providers, ACCA and other regulators

Date of complaint:

Format of complaint (tick those applicable):

- Letter (attach copy)  
 Telephone call  
 In person  
 Email (attach copy)

Person against whom complaint was made:

Department:

Line manager:

Complaint:



Brief description of complaint:

Date of letter acknowledging complaint:

Date matter resolved:

Details of how it was resolved:

Proposed course of action:

Date of letter to client to summarise outcome:



**Signed by:**

Person against whom the complaint was made:

Partner managing complaint: