



Complaints procedure

We are committed to providing a high standard of customer service. We welcome suggestions on how our service to you could be improved. We hope that you will not have the need to complain but if you do, please contact your assigned Bookkeeper/Accountant/Payroller in the first instance and they will investigate your complaint thoroughly and promptly and will do all they can to explain the position to you and address your concerns. If you wish to address someone other than usual your point of contact, please contact the Practice Manager.

What happens next?

1. If the matter cannot be resolved after a conversation or initial correspondence, a letter will be sent to the client acknowledging the complaint and enclosing a complaint form. The complaint can be escalated by completing this form and sending it to the Practice Manager.
2. Upon receipt of this form from the client, the complaint will then be investigated. The matter will be reviewed and the member of staff who acted spoken to.
3. A detailed written reply to the complaint will then be sent to the client, including suggestions for resolving the matter, within 21 days of receiving the complaint form.
4. If the client remains dissatisfied at this, the Managing Director, Nicky Cole, will arrange for a review of the decision and work with them to identify their continuing concerns.
5. M A Accountancy Group will write to the client within 14 days of receiving any request for a review, confirming the final position of the complaint together with an explanation.
6. If the complaint remains unresolved, the client has the right to refer their complaint to our Governing Body - The AAT's Professional Standards Team - aatstandards@aat.org.uk. Full details are available from them, but it is useful to note that any complaint should be made within 6 months.

Contact Practice Manager:

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