



COMPLAINTS HANDLING POLICY

Our Complaints Policy

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

If you have a complaint, please contact us with the details via one of the following means:

Venetia Carpenter & Associates
Tilsden Oast
Tilsden Lane
Cranbrook
Kent TN17 3PJ

Email Address: info@vcassociates.co.uk

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. Normally, Venetia Carpenter will do an initial review of the complaint including speaking to any other people involved.
- Venetia will then invite you to a meeting to discuss and, hopefully resolve your complaint. This will be done within 14 days of the sending of the acknowledgement letter above.
- Within three days of the meeting, Venetia will write to you to confirm what took place and any solutions agreed.
- If you do not want a meeting or it is not possible, you will be sent a detailed written reply to your complaint, including any suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for an appropriate independent person to review the decision.

Tilsden Oast, Tilsden Lane, Cranbrook, Kent, TN17, 3PJ
Tel: 01580 714153 Mobile: 07971 560443
Email: info@vcassociates.co.uk www.vcassociates.co.uk

VAT No 445 8349 22

- 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.
- If you are still not satisfied, you can then contact the professional accountancy body which authorises Venetia Carpenter & Associates to engage in public practice:

Association of International Accountants
Staithes 3
The Watermark
Metro Riverside
Newcastle upon Tyne
NE11 9SN

Telephone number: +44 (0) 191 493 0277
Fax Number: +44 (0) 191 493 0278
Email Address: aia@aiaworldwide.com

THE CURRENT POLICY WAS LAST REVIEWED ON 1 OCTOBER 2015.