

Critchleys Complaints Procedure

This complaints procedure covers all work undertaken by the following entities:

Critchleys LLP (Business Services, Company Secretarial, Outsourcing, HR and Payroll and Tax Services)

Critchleys Audit LLP

landtax LLP

Kinetix Critchleys Corporate Finance LLP

Introduction

The Partners of Critchleys are committed to providing an exceptional, bespoke service for all clients. However, it is acknowledged that occasionally we may not reach the high standards expected from our team.

If at any time you would like to discuss how our service to you could be improved, or if you are dissatisfied with the service you are receiving, please let us know.

We undertake to look into any complaint carefully and swiftly and to do all we can to explain the position to you. All complaints are taken very seriously and considered carefully so we can learn and continuously improve.

Our policy covers complaints about:

- The standard of service you should expect from us
- The behaviour of our staff in delivering that service
- Any action, lack of action, advice, or lack of advice by our staff or others engaged in Critchleys business.

How to Make a Complaint

We can receive complaints in person, by telephone, letter or email and you may address your complaint to any member of our staff. We understand that clients may feel frustrated at this time, but if complaints are addressed in person, we ask that our staff are always treated with courtesy. All complaints will be forwarded to a manager and partner of the relevant service so they can be assessed by the most senior people in our team.

Third Party Reporting

Complainants may wish to have a third-party act on their behalf. Third parties may include:

- Advice organisations
- Professionals such as solicitors
- Family members or friends

We will need written consent from a client when a third party is helping with a particular complaint. Where we have this authority, we will keep the third party informed of progress on the complaint.

Some lawyers and attorneys are legally empowered in certain circumstances to act on behalf of a complainant. In these circumstances consent to disclose information is not required.

Our Standards for Handling Complaints

- All complaints are overseen by partners
- We will treat you with courtesy, respect, and fairness at all times
- Your complaint will be kept confidential within the Firm.
- We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five working days.
- We aim to investigate thoroughly and provide you with a full response within 20 working days, but if your complaint is very complex, we may not be able to complete our review within this time. Should this happen, we will write to you with an estimated completion date.

Taking your complaint further

The majority of complaints are resolved satisfactorily through thorough investigation and explanation. However, should you be dissatisfied with the response you have received, you may take the matter further by contacting our Senior Partner:

Mr Robert Kirtland Critchleys

23-38 Hythe Bridge Street

Oxford, OX1 2EP

Tel: 01865 26100

Email: rkirtland@critchleys.co.uk

If you remain dissatisfied with the response you receive, our Senior Partner will inform you which of the supervisory bodies below to contact:

ACCA

ACCA, Assessment Department

The Adelphi

1/11 John Adams Street

London

WC2N 6AU

T: +44 (0)20 7059 9000

F: +44 (0)20 7059 5998

ICAEW

Professional Conduct Department

ICAEW

Metropolitan House

321 Avebury Boulevard

Milton Keynes

MK9 2FZ