

## Critchleys Complaints Procedure

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

Critchleys LLP (accounts, business recovery and insolvency, company secretarial, outsourcing, and tax services)

Critchleys Audit LLP

Critchleys HR and Payroll LLP

landtax LLP

Kinetix Critchleys Corporate Finance

Critchleys Financial Planning LLP are regulated by the Financial Conduct Authority and are required to have a specific complaints procedure. All complaints made about the work of this team will be forwarded to the director, Jason McGuigan.

### **Introduction**

The directors 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 with us 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 director 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 the Directors and our Regulation and Compliance Manager.
- 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 Chairman:

Mr Robert Kirtland:  
Critchleys  
23-38 Hythe Bridge Street  
Oxford OX1 2EP

Tel: 01865 261188

Email: [rkirtland@critchleys.co.uk](mailto:rkirtland@critchleys.co.uk)

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

## ACCA

ACCA, Assessment Department  
The Adelphi  
1/11 John Adam Street  
London  
WC2N 6AU  
T: +44 (0)20 7059 5000  
F: +44 (0)20 7059 5998  
E: [complaintassessment@accaglobal.com](mailto:complaintassessment@accaglobal.com)

## ICAEW

Professional Conduct Department  
ICAEW  
Metropolitan House  
321 Avebury Boulevard  
Milton Keynes  
MK9 2FZ

## GOV.UK

<https://www.gov.uk/complain-about-insolvency-practitioner>