

Complaints Procedure

At Clear Cut Accounts we aim to provide the best possible service and to treat all our clients in a polite, fair and efficient way. However we recognise that occasionally things can go wrong. When this happens we would like you to let us know so that we can try to rectify this and improve the way we work.

We would like to know if you are not happy with the service you have received, if we have done something wrong, or if we have not done what we said we would. We are always receptive to new ideas and we take all complaints seriously. We will investigate any complaint fully and if we feel we have done something wrong we will apologise and put it right.

The following tells you how you can complain and how we will deal with your complaint. It also sets out how you can appeal if you disagree with our response to your complaint.

What should I do if I have a complaint?	In the first instance please contact Phil Richardson, 01202 849844, phil@clearcutaccounts.com or at the address below to discuss any concerns you have. Most complaints will be resolved in this way.
What if I am still not happy?	If you are not satisfied with the resolution of your issue a formal complaint can be made in writing to Phil Richardson using the same address. Please provide specific details so that the matter can be thoroughly looked into.
What happens after I have made a formal complaint?	<p>When we have received your complaint, we will let you know and we will give you the name of the person who is looking after your complaint.</p> <p>We aim to respond to all formal complaints within 10 working days. During this time we will speak to you to ensure our understanding of your complaint is correct, gain more information or ask your opinion.</p> <p>We will also tell you if the complaint will take longer than 10 working days to complete. If this happens you will be told how long it is likely to take. This will be no longer than 20 working days.</p>
How will I know when the investigation into my complaint has completed?	When the investigation is completed you will get a full written explanation of the investigation into your complaint, the findings and any action taken.
What if I am not satisfied?	<p>For service related matters involving a CIMA Member in Practice in the UK, you may wish to know that CIMA offers an independent Alternative Dispute Resolution (ADR) facility for members of the public.</p> <p>If during your dealings with us or the handling of your complaint, you believe that a member of CIMA has been guilty of misconduct, you may lodge a complaint with the Professional Conduct department of the Institute.</p> <p>Further information can be found on the CIMA website at www.cimaglobal.com.</p>
