

1. Purpose of this Policy

James Todd & Co is regulated by the Institute of Chartered Accountants in England and Wales (ICAEW) and committed to delivering professional services to the highest standards of quality, integrity and transparency. This policy explains how you can raise a concern and how we will handle and resolve complaints.

2. What counts as a complaint

We are committed to minimising the need for anyone to make a complaint, however we do appreciate that occasionally circumstances may arise which can result in service related issues. In these instances, we strive to deal with any such issues in a quick and professional manner negating the need for a formal complaint.

A formal complaint is any written expression of dissatisfaction relating to our service or conduct which has not been addressed, to the individual's satisfaction, via the usual service communication lines.

3. Who may complain

We accept complaints from current or former clients and any other eligible person under ICAEW provisions. We take all complaints very seriously and will take all reasonable steps to deal with the complaint in a fair, professional and efficient way.

4. How to make a formal complaint

You may raise a complaint, ideally in writing or email to the Operations Director, contact details at the foot of this document. In exceptional circumstances or time critical situations it will be acceptable to make a complaint verbally, however we will record verbal complaints in writing and confirm with you prior to progressing formally. Please include your contact details and specifics of the issues which have caused dissatisfaction along with all supporting documents and/or emails.

5. How we will handle your complaint

No fees will be levied for any work involved in the handling of a formal complaint.

Stage 1 – Receipt of your formal complaint will be acknowledged within 5 working days.

A full internal review will be undertaken by an independent Director. If insufficient detail is provided with the initial complaint, the complainant will be contacted to obtain further details within 24 hours of identifying the need.

We will respond formally within 4 working weeks but will endeavour to do so more quickly wherever possible.

If the complaint relates to a specific individual, they will be informed and given a fair opportunity to respond as part of the investigation.

Stage 2 – Independent Review. If dissatisfied, you may escalate your complaint to the ICAEW.

6. Possible outcomes

Outcomes include explanation, correction, apology, procedural improvements or referral to ICAEW.

7. Duty to report misconduct

We may need to report matters to the ICAEW.

8. Confidentiality and Data Protection

All complaints are confidential and handled under GDPR.

9. Complaints Logging and monitoring

We maintain a Complaints Register for monitoring and improvement of our service delivery.

10. Contact details

Operations Director
James Todd & Co
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