

## Policy

Arthur Ashe Consultants Limited is committed to providing high quality, proactive and responsive professional services to all our clients. Feedback, both good and bad, is welcomed as an opportunity to improve.

All complaints are forwarded to the Practice Manager who ensures that they are investigated thoroughly, within specified deadlines, and that swift and effective action is taken wherever appropriate to address issues raised. Our aim is to resolve all complaints within four weeks of receipt.

Our Board of Directors consider, on a monthly basis, details of complaints which have been received, action taken as a result, and speed of response.

## Procedure

1. All complaints should be addressed to the Practice Manager who can be contacted by post at Arthur Ashe Consultants Ltd, 37 Floor, 1 Canada Square, London E14 5AA by telephone on 0207 712 1772, or by email at [jennifer@arthurashe.co.uk](mailto:jennifer@arthurashe.co.uk).
2. Complaints will be acknowledged by the Practice Manager within three working days of their receipt.
3. The Practice Manager will pass the complaint to the relevant Director or Manager to investigate the issues raised and advise of any action which needs to be taken.
4. The Practice Manager will advise the complainant of the outcome of his/her complaint within four weeks of its receipt.
5. If the complainant does not believe his/her complaint has been dealt with satisfactorily, then he/she can take up the matter with the Association of Chartered Certified Accountant.
6. All complaints will be recorded in the Complaints Log and the Board of Directors will consider, on a monthly basis, the number and type of complaints received, resultant action and speed of response.



*Arthur Ashe*  
**ARTHUR ASHE CONSULTANTS**  
**CHARTERED CERTIFIED ACCOUNTANTS**

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