

## Quality of Service and Complaints Procedures

We aim to provide a high quality of service at all times and hope you will be entirely happy with our work. If you would like to discuss with us how our service could be improved or if you are dissatisfied with the service that you are receiving, please let us know by contacting Ruth Dorans FCCA.

We undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you. If we do not answer your complaint to your satisfaction you may take up the matter with the Association of Chartered Certified Accountants or with CILEx Regulation, in respect of probate engagements. This should be done promptly and, in any event, no later than 6 months after exhausting our procedures.

If after receiving our final written response to your complaint you feel we have not resolved the matter to your satisfaction or we have failed to provide you with a final written response to your complaint within eight weeks of submission, you can have your complaint independently looked at by the Legal Ombudsman.

The Legal Ombudsman investigates problems with poor service related to the provision of legal services by authorised persons such as CILEx practitioners.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. Provided you have you can then take your complaint to the Legal Ombudsman:

- Within six months of receiving our final written response to your complaint, or, if we have not provided a final written response to you within eight weeks, within six months from the expiry of the eight-week period.
- No more than six years from the date of the act or omission that gave rise to the complaint.
- No more than three years from when you should reasonably have known there was a cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them on:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Telephone: 03005550333 (Between 9am and 5pm)  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Post: Legal Ombudsman, PO Box 6806 Wolverhampton, WV1 9WJ

Where your complaint relates to the misconduct of a CILEX Practitioner (ACCA-Probate), you can refer your complaint free of charge to CILEx Regulation for them to investigate. Misconduct complaints must be made within 12 months of the act or omission that gave rise to the complaint or within 12 months of the complainant having knowledge of the act or omission that gave rise to the complaint, whichever is the greater.

## Alternative Dispute Resolution

Should ACCA or CILEx consider a complaint appropriate for conciliation, it is competent to refer the matter for arbitration using Alternative Dispute Resolution (ADR).

ADR bodies such as the Association of Chartered Certified Accountants exist which are competent to deal with complaints about legal services should you and our firm wish to use such a body. We agree to use the Association of Chartered Certified Accountants ADR service and to contact them within one month of the recommendation.

## **Reliance on advice**

We will endeavour to record all advice on important matters in writing. Advice given orally is not intended to be relied upon unless confirmed in writing. Therefore, if we provide oral advice (for example, during the course of a meeting or a telephone conversation) and you wish to be able to rely on that advice, you must ask for the advice to be confirmed by us in writing. However, bear in mind that advice is only valid at the date it is given.

## **Retention of papers**

You have a legal responsibility to retain documents and records relevant to your tax or estate affairs. During the course of our work, we may collect information from you and others relevant to your affairs. We will return any original documents to you if requested.

When we cease to act for you we will seek to agree the position on access to cloud-accounting records to ensure continuity of service. This may require you to enter direct engagements with the software providers and pay for that service separately. Documents and records relevant to your tax affairs are required by law to be retained as follows:

Individuals, trustees and partnerships

- with trading or rental income: five years and 10 months after the end of the tax year;
- otherwise: 22 months after the end of the tax year.

Companies, LLPs and other corporate entities

- six years from the end of the accounting period.

While certain documents may legally belong to you, we may destroy correspondence and other papers that we store, electronically or otherwise, which are more than seven years old. This includes your documents if they have not been reclaimed by you within the seven-year period. You must tell us if you require the return of any specific document or their retention for a longer period.

You should retain documents that are sent to you by us as set out in the privacy notice, which should be read alongside these terms and conditions.

## **Timetable**

The services we undertake to perform for you will be carried out on a timescale to be determined between us on an ongoing basis.

The timing of our work will in any event be dependent on the prompt supply of all information and documentation as and when required by us.