

## **COMPLAINT PROCEDURE**

We look forward to having a long association with you. If during the course of our relationship you have any concerns about our service you can raise these with our main office or branch office in Morden in the first instance. You can call directly contact to Managing Director at +44 (0) 7402406405 or via email at [info@fastxonline.co.uk](mailto:info@fastxonline.co.uk).

If you raise any concerns that, we cannot address to your satisfaction you have the right to take the issue with the Association of Chartered Certified Accountants (ACCA).

### **Before you make a complaint**

Before making your complaint you should read our full policy on complaints that ACCA will investigate and those which we will not be able to take forward. This can be downloaded from the 'Related documents' section from ACCA official site.

Not all complaints will be the result of the member's failure to meet proper standards and may simply be the result of an error in judgement or a misunderstanding between the parties. Therefore, ACCA requires that you must follow an internal complaint process with the member of ACCA.

In all appropriate complaints your first step must be to lodge a formal complaint with the member. You can download a template complaint letter from the 'Related documents' section from ACCA official site.

In those instances where local resolution has failed and you prefer that ACCA must intervene so that the parties could benefit from its intervention and a more conciliatory approach, we may refer the matter to our Conciliation Service.

### **Submitting a complaint to ACCA**

In order to make your complaint to ACCA you should complete the ACCA complaint form, which can be downloaded from the 'Related documents' section from ACCA official site.

Please complete the complaint form and send it with all supporting documentary evidence by email to: [complaintassessment@accaglobal.com](mailto:complaintassessment@accaglobal.com)

### **Complaints and Disciplinary communications**

Please note that ACCA will communicate with parties to the complaint, and external third parties, using encrypted emails or password protected files via a secure case management system. If you have special requirements which mean you are unable to communicate by email, please let ACCA know by telephoning +44 (0)20 7059 5049

## Further questions..?

For more information about making a complaint about an ACCA member, please visit the following FAQs sections:

- [Assessment - responsible for assessment of complaints](#)
- [Conciliation Service - a form of alternative dispute resolution](#)
- [Investigation - responsible for the investigation of complaints](#)
- [Adjudication - responsible for cases referred to Disciplinary Committee](#)

### **CROYDON FINANCIAL SOLUTIONS LIMITED**

**1448 B London Rod, Norbury, SW16 4BU or Rear of 38 London Road, West Croydon, CR0 2TA, Tel: +44 (0) 208774 9481, +44 (0) 7402406405**