Complaints Procedure

Caroola Accountancy Limited

At Caroola Accountancy, we are committed to providing a high standard of service to all our clients. We take complaints seriously and view them as an opportunity to improve our services, processes and client experience.

If you are dissatisfied with any aspect of our service, advice, communication, systems, processes or conduct, we encourage you to raise your concerns using the procedure outlined below.

What We Can and Cannot Investigate

We can investigate complaints relating to:

- Services provided by Caroola Accountancy.
- Advice provided by Caroola Accountancy.
- The conduct of our employees.
- Communication or service levels.
- Administrative or process failures.
- Billing or service delivery issues.

We cannot investigate complaints relating to:

- HMRC policy decisions or HMRC's general treatment of taxpayers.
- Decisions made by banks, lenders or other third parties.
- Services provided by organisations that are not contracted through Caroola Accountancy.
- Advice that was not provided by Caroola Accountancy.

How to Make a Complaint

Where possible, we encourage clients to raise concerns directly with their allocated accountant in the first instance, as many issues can be resolved quickly and informally

If your accountant is unable to resolve the matter, or if you would prefer to raise a formal complaint directly, you can contact us using the details below.

Email

complaints@caroola.com

Post

Caroola Accountancy Limited

Apollo House

Hallam Way

Whitehills Business Park

Blackpool

FY4 5FS

Information We Will Need

To help us investigate your complaint efficiently, please provide:

- Your full name.
- Your company name (if applicable).
- Your postal address.
- A clear description of your complaint.
- Any supporting documents or correspondence.
- Details of the outcome you are seeking.
- Your preferred contact details.

What Happens Next?

Once your complaint has been received, we will:

Acknowledge receipt.

- Log the complaint within our complaints process.
- Investigate the issues raised.
- Keep you informed of progress where appropriate.
- Seek to resolve the matter fairly, objectively and as quickly as possible.

Our Complaints Process

Our complaints process consists of two stages.

Stage 1 – Frontline Resolution

Frontline Resolution is intended to address straightforward complaints requiring limited investigation.

At this stage:

- Your complaint will typically be handled by your accountant or another appropriate member of the team.

- We aim to resolve the matter within three working days wherever possible.
- If we cannot resolve the issue within this timeframe, we will explain why and discuss the next steps with you.
- Where appropriate, the complaint may move immediately to Stage 2 if a more detailed investigation is required.

Stage 2 – Investigation

Stage 2 applies where:

- A complaint has not been resolved at Stage 1.
- The matter is complex.
- A detailed investigation is required.
- There are allegations of incorrect advice, service failures or professional negligence.
- Penalties, interest or additional liabilities may have arisen as a result of Caroola's actions or omissions.
- A repeat complaint is received.

Stage 2 complaints will be handled by a Senior Accountant or another suitably experienced member of management who has not been directly involved in the matter where possible.

As part of the investigation, we may:

- Review communications and records.
- Review advice previously provided.
- Assess internal procedures and systems.
- Request additional information from you.
- Consult relevant members of staff.

We will:

- Acknowledge the complaint within three working days.
- Discuss the concerns with you where appropriate.
- Provide a full response within 5 working days wherever possible.

If additional time is required due to the complexity of the investigation, we will explain the reasons and agree an updated timescale with you.

If You Remain Dissatisfied

If you remain dissatisfied following our investigation, you may request that the matter be escalated for further review.

Depending on the nature and complexity of the complaint, this review may be conducted by:

- A Team Manager;
- A Senior Team Manager; or
- An appropriate member of the Senior Leadership Team.

We are committed to reviewing complaints fairly, transparently and professionally. We will ensure that every complaint is considered objectively and that the reasons for our decision are clearly explained.

Complaint Records

Caroola Accountancy maintains records of complaints and their outcomes to help us:

- Improve our services.
- Identify recurring issues.
- Deliver staff training where appropriate.
- Strengthen our systems and processes.
- Promote continuous improvement across the business.

Our Commitment

We are committed to resolving complaints professionally, fairly and promptly. We value client feedback and encourage anyone who believes we have fallen short of our usual standards to bring the matter to our attention.

Caroola Accountancy Limited
Company number: 06277058
Registered Office: Apollo House Hallam Way, Whitehills Business Park, Blackpool, England, FY4 5FS (Registered in England and Wales).

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