

Eve Day Accountancy Ltd Complaints Policy

Whilst we strive to provide the best service possible, we appreciate that sometimes circumstances arise which can result in service-related issues. We undertake to respond to incidences of dissatisfaction as quickly as possible and make the best efforts to resolve them.

All complaints will be acknowledged and responded to in a timely manner and we will do all we can to deal with a complaint and resolve it satisfactorily.

Written complaints should be sent to Sara Sawyer at info@eve-day.co.uk. Complaints should be in writing but in exceptional circumstances it will be acceptable to make a complaint verbally.

The complaint should state "complaint" in the heading or subject line.

The complaint should give details of the specific issue that has caused dissatisfaction.

We will endeavour to send an acknowledgement within three working days. Once we have all the necessary details we will review the file to establish what has caused the complaint and will endeavour to provide a formal response within ten working days.

Whether or not the complaint is justified, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result.

If we are unable to resolve a complaint then the client is able to refer to the AAT, as the professional body.

Date: February 2023