

Regulatory & Complaints Information

How do I make a complaint?

We are committed to providing you with a high-quality service that is both efficient and effective. If you would like to talk to us about how we can improve our service to you, or if you are unhappy with the service you are receiving, please let us know by contacting your usual contact partner or Caroline Smale, head of compliance.

We will carefully consider any complaint that you may make about our services as soon as we receive it and will do all we can to resolve the issue. We will acknowledge receipt of your complaint within five business days and endeavour to deal with it within 8 weeks. Any complaint should be submitted to us in writing. If we do not deal with it within this timescale or you are unhappy with our response you may of course take the matter up with our professional body, The Institute of Chartered Accountants in England and Wales.

For further information on the ICAEW complaints process, please see www.icaew.com/regulation/complaints-process/make-a-complaint

Do you hold Professional Indemnity Insurance?

We maintain professional indemnity insurance in excess of ICAEW requirements.

The total liability of the firm and its partners, members, officers, employees or consultants in respect of each and every claim will not in any circumstances exceed the level of professional indemnity insurance which we hold applicable to the relevant claim. We may agree with you in writing a lower level of liability and in that event our liability will not exceed whatever lower level we have agreed with you shall apply.