MW Finman Ltd – Complaints Procedure

1. Purpose

MW Finman Ltd is committed to providing a high standard of professional service to all clients. We take complaints seriously and aim to handle them promptly, fairly, consistently, and transparently, in accordance with the requirements of the Association of Accounting Technicians (AAT).

2. How to Make a Complaint

If you are dissatisfied with any aspect of our service, you should raise your concerns as soon as possible.

Complaints may be made:

- By email: mike@mwfinman.com
- In writing: [insert address]

To help us investigate your complaint efficiently, please provide:

- Your name and contact details
- A clear description of the issue
- Any relevant supporting information or documentation

3. Acknowledgement

We will:

- Acknowledge receipt of your complaint within **5 working days**
- Confirm how your complaint will be handled

4. Investigation

The Complaints Handling Officer: Mike Wong (Director, MW Finman Ltd)

We will:

- Investigate the matter **fairly, objectively, and impartially**
- Review all relevant information and evidence
- Contact you if further information or clarification is required

5. Response

We aim to provide a full written response within 14 working days, where possible.

If we are unable to meet this timeframe, we will:

- Inform you of the delay

- Explain the reason
- Provide an updated timeframe

Our written response will:

- Address all issues raised
- Set out our findings
- Explain any actions taken or proposed

This response will represent our final position on the complaint.

6. Resolution

Where appropriate, we will seek to resolve complaints by:

- Taking corrective action
- Providing clarification or explanation
- Offering a reasonable and proportionate resolution where justified

7. Escalation to AAT

If you remain dissatisfied after receiving our final response, you may refer your complaint to: The Association of Accounting Technicians (AAT)

Website: https://www.aat.org.uk

AAT can consider complaints relating to **professional misconduct** by an AAT member or licensed accountant.

Please note:

- AAT will generally expect that you have allowed us a reasonable opportunity to resolve the matter first
- AAT does not typically deal with commercial disputes, fee disagreements, or matters of business judgement

8. Record Keeping

We will:

- Maintain a record of all complaints received
- Document the investigation process, actions taken, and outcomes
- Retain records in accordance with regulatory and legal requirements
- Use complaints as part of our commitment to continuous improvement

9. Confidentiality

All complaints will be handled:

- Professionally and with appropriate sensitivity
- In strict confidence
- In accordance with applicable data protection legislation