**KPM ACCOUNTS LTD COMPLAINTS PROCEDURE**

KPM Accounts Ltd strive to meet our customers' expectations in every aspect of our business. However, we understand that sometimes things go wrong. We take all concerns and complaints seriously and will work with you to resolve any issues that you raise with us. We encourage feedback from our customers and welcome the opportunity to put things right where you are not satisfied.

Our complaints procedure allows us to investigate your concerns and for you to provide additional information so that we can address the problem as quickly and effectively as possible. Our adherence to a structured complaints process enables us to improve our service and ensures that our customers can communicate with us effectively.

**WHO DO I COMPLAIN TO?**

To raise a complaint with us you can email us at kelly@kpmaccounts.co.uk Alternatively, if you would prefer to make your complaint in writing,

please contact us at: -

**KellyDee Bennett**

**KPM Accounts Ltd**

**10 Sherwood House, Walderslade Centre**

**Walderslade**

**Kent**

**ME5 9UD**

**01634 718247**

**WHAT YOU CAN EXPECT**

When you submit a formal complaint to us, we follow our formal complaints procedure to ensure that all issues and concerns are addressed quickly and effectively. When you lodge a complaint with us, you can expect: -

• To have your complaint resolved in a timely, effective, and fair manner.

• An experienced and trained officer to deal with your complaint.

• A written acknowledgment within 48 working hours of your formal complaint being received.

• All responses to be made (or followed up) in writing.

• Your complaint to be fully investigated in an independent and compliant manner.

• To receive our findings and final decision within 8-weeks of the initial complaint being received.

• To be provided with the details of our investigation and our findings regarding the issues you have raised. This includes being providing with the measures and actions we have taken as a direct result of your complaint.

• To be kept updated on our progress if we are unable to provide a satisfactory response within our target response times.

• To be provided with details of our consultant should you not be happy with our final decision.

• At times the procedure may need to be varied- this may be necessary to avoid conflicts of interest.