



Client Complaints Policy

Reviewed by Mark Mulberry
Date updated 13/05/2018
Date of Next review 13/05/2023

Purpose of the Policy

This document sets out the firm's policy regarding client complaints. We consider that a complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered, or may suffer, financial loss, distress, inconvenience or other detriment.

Scope of the Policy

The Mulberry & Co Client Complaints policy is applicable for all registered clients of the practice.

A complaint by a potential client who is dissatisfied with our decision not to provide a service to them will also be considered in accordance with this policy.

Policy Statement

At Mulberry & Co we are committed to doing the right thing, the right way. We are committed to providing a high quality service to all our clients. We constantly monitor our service and seek to improve it. It is very important to us to know whether or not you are satisfied with our service. Any complaint about the quality of our service will be considered in accordance with this policy.

Reporting

If you have a complaint, which you have not been able to resolve with the fee earner concerned or their supervising partner, please contact Mark Mulberry at 9 Pound Lane, Godalming, Surrey, GU7 1BX or by phone on 01483 423 054

Mark will liaise with the employees in your complaint to ensure prompt action.

Our aim is to resolve all complaints as soon as possible and in any event within the 8 weeks

What will happen next?

1. We will send you a letter acknowledging your complaint and if necessary may ask you to clarify some details. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2 working days of us receiving your complaint.
2. We will record your complaint in our central register (for monitoring and management information purposes) and open a separate file.
3. We will investigate your complaint and write to you within 15 working days. This may involve one or more of the following steps:
 - 3.1 We may need to discuss your complaint with the member of staff who acted for you and/or the supervising partner.
 - 3.2 We may need to review your file and any other relevant documents. If for any reason it is not possible to complete our investigation in that time period, we will write to you explaining why and when our investigations will be completed.
4. In most instances we will invite you to meet either Mark Mulberry or Nicky Mulberry to discuss and hopefully resolve your complaint. If you have told us you do not wish us to arrange a meeting with you or if it is not possible to do so, we will send you a detailed reply including our proposals to resolve the matter.

5. Within 2 working days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
6. If you do not want to come to a meeting, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within 5 working days of your request to us to resolve your complaint in this way.
7. At this stage, if you do not consider our response to be satisfactory, you can write to us again. We will let you know the result within 5 working days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. If we have to change any of the time scales above, we will let you know and explain why.
8. If you are still not satisfied, you may be able to ask the ACCA our Professional Governing Body to consider your complaint. Full details can be found at <http://www.accaglobal.com/uk/en/footer/toolbar/contact-us/make-a-complaint-about-an-acca-member.html>