

Complaints Procedure

Kays Accountants Ltd · Last reviewed 27 October 2026

Our commitment to you

If you are unhappy with our service, we want to know so we can put it right. We will acknowledge your complaint within **5 working days** and give you our full written response within **4 weeks**.

- Complaining will never affect the way we treat you or your work.
- There is no charge for making a complaint.
- We treat every complaint as a chance to improve.

Kays Accountants Ltd is regulated by the Association of Chartered Certified Accountants (ACCA). This procedure follows ACCA's rules on handling complaints.

How to make a complaint

Tell us in whichever way suits you best. Please address it to **Michael Kay, Director**, who leads complaints at Kays.

How	Details
Email	michael@kaysaccountants.uk
Phone	07799 481396
Post	Kays Accountants Ltd, New Maxdov House, 130 Bury New Road, Prestwich, Manchester M25 0AA
In person	At our office, by appointment

It helps us if you include:

- your name and, if relevant, your business name
- what went wrong and when
- who you have been dealing with
- what you would like us to do to put it right

If your complaint is about Michael, please send it to **Steven Kay, Director**, instead. If you complain by phone or in person, we will write to you confirming what we understood, and ask you to check it is correct.

What happens next

Most complaints are sorted out at step 1 or 2. Here is what to expect.

1	We acknowledge it — within 5 working days You will get a letter or email confirming we have received your complaint and who is looking into it.
2	We investigate A director who was not involved in the matter reviews your file and may contact you for more information.
3	We respond in writing — within 4 weeks We explain what we found, apologise where we got things wrong, and set out what we will do to put it right.
4	If you are still not happy Our response will tell you how to take the matter to ACCA, including its free Conciliation Service (see below).

If we need longer than 4 weeks, we will write to you before the 4 weeks are up to explain why.

If you are still not happy

If we cannot resolve your complaint, you can take it to our professional body, ACCA. You do not need our permission to do this.

- **ACCA complaints:** ACCA can investigate complaints about its members and firms. Search "Making a complaint about an ACCA member" at accaglobal.com, or use ACCA's complaint form.
- **ACCA Conciliation Service (free):** an independent, free service that tries to help both sides reach an agreement. Email complaintassessment@accaglobal.com to ask about it.
- **Our position on conciliation:** we are not legally obliged to take part, but we are willing to take part if ACCA decides your complaint is suitable.

ACCA usually expects you to have gone through our procedure first, so please raise it with us before contacting them.

Other things to know

- **Your fees:** making a complaint does not, by itself, pause what you owe. If your complaint is about a bill, tell us and we will review it as part of the complaint.
- **Confidentiality:** we keep your complaint confidential. We only share it where we must, such as with ACCA or our professional indemnity insurer.
- **Your personal data:** if your complaint is about how we handle your personal information, you can also contact the Information Commissioner's Office (ICO) at ico.org.uk.
- **Records:** we keep a record of every complaint and our response for 6 years.

This procedure was last reviewed on 27 October 2026 and will be reviewed every year.