

Sedulo Complaints Policy

Complaints Policy.

Policy

We are committed to providing high quality and proactive services to our clients. Feedback, both positive and negative is welcomed as an opportunity to improve.

All complaints are forwarded to the Managing Partner and the Senior Compliance Partner who ensures that they are investigated thoroughly, within specified deadlines, and that swift and effective action is taken wherever appropriate to address issues raised. We aim to resolve all complaints within four weeks of receipt.

Our Board of Directors consider, monthly, details of complaints which have been received, action taken as a result and speed of response.

Procedure

All complaints should be addressed to the Compliance Partner who can be contacted by post at Sedulo, 62-66 Deansgate, Manchester M3 2EN, by telephone on 0333 222 4445, or by email at benn.longshaw@sedulo.co.uk

1. Complaints will be acknowledged by the Managing Director or Compliance Partner within three working days of their receipt.
2. The Compliance Partner will oversee the complaint investigation with the relevant Director or Manager to investigate the issues raised and advise of any action which needs to be taken.
3. The Compliance Partner will advise the complainant of the outcome of their complaint within four weeks of its receipt.
4. If the complainant does not believe that their complaint has been dealt with satisfactorily, then they can take up the matter with the Association of Chartered Certified Accountants.
5. All complaints will be recorded in the Complaints Log and the Board of Directors will consider, monthly, the number and type of complaints received, resultant action and speed of response.