Fairs Fair Tax Ltd Complaints Handling Policy

We aim to handle complaints fairly, consistently, and promptly to ensure the client receives the best possible service from us.

At Fairs Fair Tax Ltd we will always use our best endeavours to provide the highest possible level of service to our clients. However, we also acknowledge that sometimes things can go wrong in spite of this. We will always try our best to put things right to our client's satisfaction if they have grounds to complain to us.

Clients can get in touch with us in a number of ways. Depending on which method is the most convenient for them to use they can;

- Email us at info@fairsfair.co.uk
- Complete the Contact Us form on our website at https://fairsfair.co.uk/contact/, stating that they wish to make a complaint.
- Write to us at Fairs Fair Tax Ltd, 2 - 4 Mosley Street, Newcastle Upon Tyne, United Kingdom, NE1 1DG

In order for us to be able to identify our client to look into their complaint we will need them to provide the following;

- Their name, address and reference number;
- The way in which they would prefer for us to respond to them - i.e. by post, or by email
- Details of what their complaint is about; and
- An indication of what they would like us to do to resolve their complaint.

We will always try to acknowledge our client's complaint within 5 working days of the date on which we received it and resolve their complaint within 20 working days.

However, if we feel that it will take a little longer for us to resolve the complaint then we will contact the client to let them know. When we do so we will provide them with an update and our best estimate of the length of time which it will take to provide them with what is known as a "Final Response".

If we need any further information in order to be able to investigate their complaint during this period, then we will get in touch with them via their preferred means of contact if necessary.

If the client's complaint is not resolved to their satisfaction, they may seek help from the organisations listed below, depending on the nature of the complaint and the organisation's remit. Fairs Fair Tax Ltd is a registered tax agent with HMRC.

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- HMRC — if their complaint relates to a tax matter or our conduct as their appointed agent, they may refer the matter to HMRC directly
- Citizens Advice — for free, independent guidance on consumer rights and options at www.citizensadvice.org.uk
- The Information Commission (ICO) for data protection concerns
- Trading Standards — for concerns about unfair business practices or consumer protection matters
- Alternative Dispute Resolution (ADR) or civil proceedings

We will always aim to resolve our client's complaint ourselves, but we want them to know their options if they feel we have not done so to their satisfaction.

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