



Complaints Policy and Procedure

Policy Statement

Barrie Bookkeeping & Payroll Solutions (BBPS) is committed to providing exceptional customer service. Whilst every effort is taken to provide exceptional customer service, sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help to improve our standards.

A complaints procedure has been set up for people who feel dissatisfied with the service.

You have a right to complain and have it investigated. BBPS aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

How to Complain

Firstly, raise your complaint with the member of staff responsible for the service about which you are complaining. If the matter is not resolved promptly or fully by them, their line manager will become involved to work with you, and the individual and/or team to reach a satisfactory resolution.

If you are not satisfied with how your complaint has been handled, you may begin the formal complaint procedure. Details of this are set out below. Please contact us with the details, initially the complaint should be sent to the Account manager.

What will happen next?

1. BBPS will send you a letter acknowledging receipt of your complaint **within three working days** of receiving it, enclosing a copy of this procedure.
2. BBPS will then investigate your complaint. This will normally involve passing your complaint to the most appropriate manager who will review your complaint.
3. The office manager will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, **within 21 working days** of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a senior manager to review the decision.
5. BBPS will write to you within 14 working days of receiving your request for a review, confirming the final decision on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the Managing Director about your complaint.

If BBPS must change any of the time scales above, we will let you know and explain why.