

Complaint form

MAKE A COMPLAINT ABOUT AN ICAEW MEMBER OR AFFILIATE



To ensure we have all the information we need to process your complaint, please ensure you are completing the latest version of this form. The most up to date version is at [icaew.com/complaints](https://www.icaew.com/complaints)

BEFORE YOU MAKE A COMPLAINT

- Please check the accountant or accountancy firm is registered with ICAEW.
- If your complaint relates to an audit, insolvency, investment business or probate matter, please refer to [icaew.com/complaints](https://www.icaew.com/complaints) before you complete this form.
- Please ensure you have copies of any relevant supporting letters and other documents. We may not be able to help you if you don't have documentary evidence to support your allegation.
- If your issue relates to a criminal matter, you should ask the police (or other relevant authority) to investigate it first. Please let us know you've reported the matter.
- Please seek legal advice straight away if you think you have a reason to make a civil claim. Do not wait until our investigation process has concluded.

For further guidance please visit [icaew.com/complaints](https://www.icaew.com/complaints)

IF YOU'RE COMPLETING THIS FORM ELECTRONICALLY, FIRST SAVE IT TO YOUR COMPUTER.

YOUR DETAILS

Name (forename/surname)

Organisation (if appropriate)

Address

Postcode/zipcode

Telephone number

Email address

WHO DO YOU WANT TO COMPLAIN ABOUT?

Name (forename/surname)

Practice name (if appropriate)

Address

Postcode/zipcode

If you need to write more than the fields allow, please do so in a separate Word document and send it to us with this form.

What has happened? Please explain your complaint in full. Please send us copies of relevant supporting correspondence or documents with your complaint. Please be aware the ICAEW member, firm or student who is the subject of the complaint will need to be shown any material relevant to the complaint if we are to use it.

Why do you think the accountant is at fault?

Have you already made a complaint to your accountant? If yes, please provide a copy of the response. If no, we recommend you do so. **Please note that we will tell the accountant about your complaint.**

YES NO

If 'Yes', what happened?

SUPPORTING EVIDENCE

So that we can review your complaint as quickly as possible, please send supporting evidence (for example, letters and documents you have sent to or received from the accountant) with this form to us at complaints@icaew.com

If you are not able to email the documents, please send your completed form and documentary evidence to the address below.

Will you be sending supporting evidence?

YES NO

If 'Yes', how will you be sending it?

by post by email

Is there anything the accountant could do to resolve your grievance?



USING YOUR PERSONAL INFORMATION

We will treat your personal information in accordance with data protection legislation. We will use your information to carry out our responsibilities as a regulator and as a professional body. We may, either as required by law or to carry out those responsibilities, share your personal information to comply with the requirements of government departments, agencies and regulators. Where necessary, we may transfer your information outside the UK or European Economic Area (EEA) eg, to one of our offices. These countries may not have similar data protection laws to the UK so, if we do transfer your information, we will take the necessary steps to ensure that your privacy rights are still protected. For more information about our data protection policy, please go to [icaew.com/dataprotection](https://www.icaew.com/dataprotection)

The ICAEW member or firm who is the subject of the complaint will need to be shown all material relevant to the complaint against them. All correspondence between the ICAEW member of firm, the complainant and ICAEW is private and confidential, although it may be disclosed to the ICAEW member or firm's insurer, someone representing them, or an ICAEW support member. If ICAEW is asked by a government department, agency or regulator to disclose information about the ICAEW member or firm, we may share information about the complaint.

Please tick this box if you DO NOT want us to share any evidence or correspondence with the ICAEW member or firm.

Please be aware that ICAEW may not be able to act on your complaint if we cannot disclose the supporting evidence to the accountant.

If there are any specific documents you do not wish us to share with the ICAEW member or firm, please mark them clearly as such.

If you have any questions about making a complaint, please call our helpline on +44 (0)1908 248 250.

Signature

Date

DD MM YYYY

Please send your completed form and supporting documents to complaints@icaew.com

Or send your complaint by post to:

Professional Conduct Department
ICAEW
Metropolitan House
321 Avebury Boulevard
Milton Keynes MK9 2FZ
UK