

Complaints Procedure

At Zoo Accounting & Business Solutions Ltd, we strive to provide excellent service to all our clients. However, we understand that there may be occasions where you feel the service you have received does not meet your expectations. We take all complaints seriously and aim to resolve them promptly and fairly. This complaints procedure outlines the steps you should follow if you wish to make a complaint.

Step 1: Contact Your Account Manager

In the first instance, we encourage you to contact your dedicated Account Manager directly to discuss your concerns. They will listen to your complaint attentively and endeavour to resolve the issue swiftly. If your Account Manager is not available, please contact our office directly where another member of our team will be able to take your call. The complaint will be followed up by the Directors of Zoo Accounting, if necessary, to ensure this is resolved promptly.

Step 2: Formal Complaint

If you feel your complaint has not been adequately addressed by your Account Manager, or if you prefer not to discuss it with them directly, you can submit a formal complaint in writing.

Please address your written complaint to:

Zoo Accounting & Business Solutions
3 Arrow Court
Springfield Business Park
Alcester
B49 5PU

Please include the following information in your written complaint:

- Your name.
- Company name.
- Contact details.
- A clear description of the complaint, including any relevant dates and details.
- Any supporting documents or evidence.

Step 3: Investigation

Upon receiving your formal complaint, we will acknowledge receipt within five working days. Your complaint will then be investigated thoroughly by a senior member of our team who was not previously involved. We may need to contact you for further information or clarification during this process.

Step 4: Resolution

We aim to resolve complaints as quickly as possible, typically within 14 working days of receiving the formal complaint. Once the investigation is complete, we will provide you with a written response detailing the outcome of our investigation and any proposed resolution.



Step 6: External Review

If, after following our internal complaints procedure, you are still not satisfied with the resolution, you have the right to refer your complaint to an external body such as a Financial Ombudsman.

We take all complaints seriously and are committed to resolving them in a fair and timely manner. Your feedback is valuable to us as it helps us to continually improve our services.

Thank you for taking the time to read our complaints procedure. If you have any questions or require further assistance, please do not hesitate to contact us.

Yours sincerely,

Wayne McCormack & Zeta Hewings

Directors of Zoo Accounting & Business Solutions Ltd