



ATI POL 036

Complaints Policy and Procedures



Mission Statement

Accounting Technicians Ireland welcomes all feedback - including complaints - from Members, Students, Affiliates and Fellows. This feedback allows us to improve our services and correct any misunderstandings.

We are fully committed to providing a professional and high-quality service to everyone associated with Accounting Technicians Ireland.

Each complaint is taken extremely seriously and you will not be disadvantaged in any way for making a complaint. All complaints are dealt with in the strictest confidence.

Complaints Procedure Overview

There are a number of different reasons you may feel that you need to contact us, e.g.: poor quality of service, receiving the wrong information, an issue arising with a member of staff, not delivering on time etc.

If you have a concern or complaint that you wish to raise with us, you should always feel that you can do so in confidence and without being disadvantaged.

If you have a concern or complaint, you can:

- Contact the Quality Assurance Lead in the first instance by phone, email, post or fax. Members, Students, Affiliates and Fellows should raise concerns as soon as they first become aware of the problem or as soon as possible.
- If you feel that your concern has not been dealt with properly, or if you feel that the issue is serious enough to warrant a formal complaint, you should complete a complaint form and send this to us by email or post.

When we receive a complaint or a concern is raised, we will:

- Address your concern as best we can and as quickly as possible.
- Acknowledge receipt of any letter, complaint form, or email within 5 working days, confirming that the addressee has received your correspondence.
- Investigate your initial complaint/concern and provide a detailed response within a further three days. Where appropriate, this response will be issued by the relevant Senior Manager.
- Inform you in writing or via email (as appropriate) of the outcome of any investigation.
- Provide a fully detailed response to any formal complaint form, explaining our findings, within 30 days of receipt. This will be issued by the Chief Operations Officer.

If you are unsatisfied with the response you receive to any formal complaint, you can:

- Complete a Complaints Appeal Form within 15 days of receiving a response to your complaint and send it to us by post or email to the Compliance Officer. The Quality Assurance Lead will appoint a Senior Manager to investigate the matter. The Senior Manager will supply a report of their findings to the Complaints Appeal Committee. The Committee will recommend a resolution based on the evidence supplied by the investigating Senior Manager.
- The Complaints Appeals Committee will consist of three separate members appointed by Senior Management: a Chairperson, Investigating Officer and one other. No member of the Complaints Appeals Committee will have had any involvement in dealing with the complaint previously

The Chief Operations Officer will consider any recommendation based on the Complaints Appeal Committee and take such action as appropriate.

We will inform you of the outcome of the Complaints Appeals Committee's investigation as quickly as possible, recognising that some issues may take longer to investigate than others. The committee's decision will be final.

Complaints Contact details:

To reach us by phone:

01 649 8100 (Main Reception)

01 649 8108 (Quality Assurance Lead's direct number)

To post your complaint:

Martina Greenan

Quality Assurance Lead

Accounting Technicians Ireland,

47 – 49 Pearse Street,

Dublin 2

To email your complaint:

mgreenan@accountingtechniciansireland.ie

or

info@accountingtechniciansireland.ie

Complaints Appeals Contact details:

To reach us by phone:

01 649 8100 (Main Reception)

01 649 8105 (Finance Director direct number)

To post your Complaints Appeals Form:

Christine Mulcahy

Finance Director

Accounting Technicians Ireland,

47 – 49 Pearse Street,

Dublin 2

To email your Complaints Appeals Form:

cmulcahy@accountingtechniciansireland.ie