



COMPLAINT FORM

MAKE A COMPLAINT ABOUT AN ICAEW MEMBER

YOUR DETAILS PLEASE USE BLOCK CAPITALS

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

What has happened? Please explain your complaint in full and use another sheet of paper if necessary.
(You will need to send us copies of relevant supporting correspondence or documents)

Why do you think the accountant is at fault?

WHO DO YOU WANT TO COMPLAIN ABOUT?

Have you complained to the accountant? Yes No

If 'Yes', what happened?

Supporting evidence

So that we can assess your complaint, please send supporting evidence (for example, letters and documents you have sent or received from the accountant) to:

Assessment Section

Professional Conduct Department

ICAEW Metropolitan House

321 Avebury Boulevard Milton Keynes MK9 2FZ

or email your supporting evidence to psocomp@icaew.com

Please tick a box if you will be sending supporting evidence:

by post by email

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

Please tick this box if you do **NOT** want us to copy to the accountant or third parties any evidence and future correspondence you supply. You should nevertheless be aware that this may make it difficult for ICAEW to act on your complaint.

If you have any questions, please call our helpline on +44 (0)1908 546 235.

Signature

Date

/ /
DD MM YY

**NOW SEND YOUR COMPLAINT FORM
AND SUPPORTING DOCUMENTS TO:**

Assessment Section

Professional Conduct Department

ICAEW Metropolitan House

321 Avebury Boulevard Milton Keynes MK9 2FZ

Using your personal information

We will treat your personal information in accordance with data protection legislation. We will use your information for administration and research. We may transfer your information outside the European Economic Area (EEA) eg, to one of our offices. These countries may not have similar data protection laws to the EEA, so if we do transfer your information we will take the necessary steps to ensure that your privacy rights are still protected. It may help us deal with your complaint more quickly if we can share your information with the accountant concerned and other relevant parties. We will share your information with other organisations as required by law.

Please tick this box if you do NOT want us to share your information in this way..

To see our data protection policy please go to [icaew.com/dataprotection](https://www.icaew.com/dataprotection)