

Fuller Figures Bookkeeping

Complaints Procedure

Last Updated: February 2026

1. Our Commitment

Fuller Figures Bookkeeping is committed to providing a professional, reliable and high-quality service at all times.

If something goes wrong, we take concerns seriously and will work promptly and fairly to resolve any complaint.

2. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us in writing:

Email: [Insert email address]

Address: [Insert trading or correspondence address]

Please include:

Your name and business name (if applicable)

A clear description of your concern

Relevant dates or supporting information

3. What Happens Next

We will:

Acknowledge your complaint within 5 working days.

Review the matter thoroughly and, where necessary, request further information.

Provide a written response within 14 working days, where possible.

If additional time is required due to complexity, we will inform you and provide an updated timeframe.

4. Escalation

If you remain dissatisfied after receiving our final response, you may refer your complaint to our supervisory body:

Association of Accounting Technicians (AAT)

Fuller Figures

Bookkeeping with Heart

AAT is responsible for regulating and supervising licensed members to ensure compliance with professional standards.

Details of how to escalate a complaint can be found via the AAT website or by contacting them directly.

5. Confidentiality

All complaints will be handled confidentially and in accordance with UK GDPR and the Data Protection Act 2018.

Fuller Figures Bookkeeping is registered with the Information Commissioner's Office.

6. Continuous Improvement

We view complaints as an opportunity to improve our services and maintain high professional standards.