

Cashtrak's Complaints Procedure

Cashtrak adhere to the high professional ethics, regulations and standards set out by our governing body, The Institute of Certified Bookkeepers. In the unlikely event that it is felt that the standard of service falls below this then we are committed to ensuring complaints are dealt with to resolve the issue in a consistent manner.

Therefore, Cashtrak aims to ensure that:

- Making a complaint is as easy as possible
- The complaint is dealt with promptly, politely and confidentially
- An appropriate response is provided in a timely manner
- Cashtrak learns from complaints and uses them to improve services going forward

In most instances, concerns can be raised informally and dealt with quickly. An informal approach is appropriate when it can be achieved but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

How to Make an Informal Complaint

Contact the member of staff managing your account by phone or e mail explaining, with as much detail as possible, what the issue is. If the complaint is not resolved satisfactorily then the formal complaints procedure should be followed.

How to Make a Formal Complaint

All formal complaints must be put in writing and sent to Cashtrak via e mail to Stacey.woodford@cashtrak.co.uk, the following must be provided:

- Name, address and contact information of the complainant
- The subject line of the e mail **MUST** include the word Complaint in it to alert us to the importance of the e mail. We are unable to commit to adhering to the complaint's timeline without this in the subject line of the e mail
- Full details of the complaint including dates and any action taken so far to try and resolve the dissatisfaction
- All supporting evidence, such as correspondence between the complainant and the source of the complaint

Upon receipt of a written formal complaint, Cashtrak will log the complaint and send an email acknowledgement within 5 working days. The complaint will be investigated based on the information and evidence provided. Should further information be required, Cashtrak will contact the complainant or other named parties.

The complainant's identity will not be revealed to any third party contacted by Cashtrak to establish further details of the complaint. After full investigation, Cashtrak will provide a response, including explanation, within 6 weeks of the formal written complaint being received. In exceptional circumstances, it may be necessary for Cashtrak to extend the duration of the investigation and in such instances will contact the complainant with revised timescales. Once the outcome of the investigation has been communicated to the complainant, the outcome will be recorded, and the case closed.

If you are not satisfied with the response then you can refer your complaint to our governing body
The Institute of Certified Bookkeepers www.bookkeepers.org.uk.

The Complainant's Responsibility

For a complaint to be investigated it must be made within two months of the cause of the complaint first arising. Cashtrak may, at its discretion, investigate complaints outside the two-month timeframe where there are exceptional circumstances to be taken into consideration.

A complainant's responsibility is to:

- Raise concerns promptly and directly with a member of Cashtrak staff
- Ensure the word Complaint is in the e mail subject line
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Discuss with Cashtrak whether the concern can be dealt with informally
- Recognise that some circumstances may be beyond Cashtrak's control

Please note, the following types of complaints will not be investigated under Cashtrak's complaints procedure:

- Anonymous complaints
- Vexatious complaints
- Complaints which are intended to support a case undergoing legal proceedings