

Complaint form

This form is to be completed when you have a complaint against an ACCA member, firm, affiliate or student. If you are unsure if the person you are complaining about is regulated by ACCA please check our [online register](#) or alternatively, please call us on 020 7059 5000.

The completion of this form is compulsory as it will allow us to assist you as quickly as possible. When handling a complaint, ACCA will communicate with the parties by email only and telephone where necessary. If you have any special requirements and/or disabilities and require assistance in completing this form please contact us on the number provided above. Alternatively, please email us at complaintassessment@accaglobal.com

Before completing this form, please read the policy Complaints which ACCA will investigate as there are some types of complaint we will not be able to consider. Please also read our Guide to ACCA's Complaints and Disciplinary Procedures which contains important information regarding confidentiality and data protection.

In order to assist you as efficiently as possible, please answer the following questions.

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| 1 | Are you content for your name to be disclosed to the person you are complaining about? | Yes | No |
| 2 | Have you raised this matter directly with the member/firm in accordance with their internal complaints handling procedures?

<small>Details about their procedures may be in your letter of engagement. If it's not set out there, ensure you ask the member/firm for details of their internal complaints handling procedures and follow those procedures before lodging your complaint with ACCA. If yes, please enclose copies of correspondence demonstrating this and any reply received from the member/firm.
For further details about how to lodge a complaint with a member before submitting this form see: https://www.accaglobal.com/hk/en/footer-toolbar/contact-us/make-a-complaint-about-an-acca-member.html.
We may not be able to consider your complaint if this has not been done, unless it is appropriate to do so in all the circumstances. If you have reasons for not following the firm's internal complaints handling procedure, please explain why in the box below, as we may still ask you to go back to the member/firm to engage with their procedures.</small> | Yes | No |
| 3 | Have you enclosed all supporting evidence in this matter? | Yes | No |
| 4 | Do you confirm that there are no restrictions on the disclosure of information you supplied ACCA, to the person you are complaining about, the firm or interested third parties and that you have only enclosed relevant information? | Yes | No |
| 5 | Are you complaining on your own behalf?
<small>If you are not complaining on your own behalf, please enclose a letter of authority from the complainant to act on their behalf.</small> | Yes | No |
| 6 | If your complaint results in a disciplinary hearing are you willing to attend as a witness? | Yes | No |

If you have answered 'No' to any of the questions please provide reasons, otherwise your complaint may be rejected or delayed.

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| 6 | Is the person/entity you are complaining about based in the Republic of Ireland? | Yes | No |
| 7 | Is the person/entity you are complaining about employed by an entity located in the Republic of Ireland? | Yes | No |
| 8 | Are you or your business based in the Republic of Ireland? | Yes | No |
| 9 | If you are complaining on behalf of a company, is the company or any of its subsidiaries or branches listed on the Irish Stock Exchange? | Yes | No |

YOUR DETAILS

Name (forename/surname):

Address:

Postcode:

Telephone no:

Email address:

ACCA will use this email address for all communications with you.

If you are complaining on behalf of someone else please provide their details:

Name (forename/surname):

Address:

Postcode:

Telephone no:

Email address:

Has a letter of authority been provided?

WHO ARE YOU COMPLAINING ABOUT?

Name (forename/surname):

or

Firm name:

Address:

Postcode:

Telephone no:

Email address:

What is the nature of your relationship?

- Accountant
- Employer
- Employee
- Other

DETAILS OF YOUR COMPLAINT

ACCA provides an alternative dispute resolution service which may be able to provide a more practical solution to your complaint. Therefore, although ACCA acts in the public interest and not for the benefit of individual complainants or members, is there anything our Conciliation Service could do to help resolve this matter for you?

Please note that ACCA does not offer compensation.

Please set out your complete complaint as clearly as possible.
You must tell us what you believe was done wrong and when, giving dates.

SUPPORTING EVIDENCE

In order to make an accurate assessment of your complaint you must provide ACCA with adequate documentary evidence to support the matter complained of. Your complaint is unlikely to proceed to investigation if there is little or no evidence to support it.

In addition, it is a requirement that all evidence is provided at the inception of the complaint and not provided in a piecemeal way. Accordingly, before you submit your complaint, please gather together all available documentary evidence that would support your complaint and submit it at the same time you submit your complaint form.

Please note that due to the systems we use our preference is to receive evidence in either Word, PDF or JPEG format.

If you are unable to provide evidence, please explain why:

When you have completed this form and attached your evidence, please sign and date and send to:

Professional Conduct Department
ACCA
The Adelphi
1/11 John Adam Street
London WC2N 6AU
United Kingdom

Alternatively send the form and evidence to: complaintassessment@accaglobal.com

We will use your information for the purposes of the conciliation, investigation and disciplinary process, and for the prevention and detection of crime. Please note that a copy of this form, enclosures and future correspondence may be copied to the individual or firm who is the subject of this complaint and any other interested third parties and you should ensure there are no restrictions on disclosure of that information and only relevant information has been provided. We may share information with our suppliers and our auditors. We may share details of the complaint with independent assessors, disciplinary panels, our oversight regulators, and law enforcement agencies upon their request.

Please note that hearings of ACCA's Disciplinary Committees are open to the public and all orders and findings are publicised unless the Committee determines otherwise. If your complaint is against a dual or multi-qualified member, we may share details with other professional association(s).

Please note that for individuals based outside the UK, your information will be held in ACCA's main information systems which are located in the UK and EU and may be accessed by ACCA's local office in your country of residence. ACCA processes information within the UK and EU, but may also transfer data outside of the UK and EU as part of its operations and service delivery.

For further information please refer to [The Guide to ACCA's Complaints and Disciplinary Procedures](http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/Guide-to-complaints-and-disciplinary-procedures.pdf) (http://www.accaglobal.com/content/dam/ACCA_Global/disc/complain/Guide-to-complaints-and-disciplinary-procedures.pdf).

For more information on how your information and rights are respected, please see our [privacy notice](http://www.accaglobal.com/uk/en/footertoolbar/privacy/data-protection.html) (<http://www.accaglobal.com/uk/en/footertoolbar/privacy/data-protection.html>), or contact privacy@accaglobal.com

Signed:

Dated: