

# Complaint form

Not all complaints will be the result of the member's failure to meet AAT's *Code of Professional Ethics* and may simply be the result of an error in judgement or an isolated issue, and not in the public interest for AAT to investigate. Therefore, before completing this form, please read our [Professional Standards Investigation policy](#) as there are some types of complaints that we are not be able to consider.

If you have any special requirements and/or disabilities and require assistance in completing this form, please email us at [aatstandards@aat.org.uk](mailto:aatstandards@aat.org.uk) to discuss any reasonable adjustments that we can make.

## Before you make a complaint

1. Please check the accountant or accountancy firm is regulated by AAT. If you are unsure if the person you are complaining about is regulated by AAT please check our [register](#) or alternatively, please call us on +44 (0)20 3735 2468.
2. The member / firm has been given the opportunity to address the complaint by putting the details in writing and allowing a reasonable time period for a response? We require our licensed members to operate an internal complaint process and should be given an opportunity to resolve any complaints via their own complaint handling procedures. So, if you have not already raised your complaint directly, we recommend you do so.
3. Does your complaint relate to fees? We are unable to adjudicate on fee disputes or complainants seeking financial redress. Please note that AAT does not award compensation as part of this process. In this instance, we recommend you seek your own legal advice.
4. Please ensure you have all supporting evidence available. We will not be able to help you if you don't have documentary evidence to support your allegation.
5. There are no open legal / civil / criminal proceedings. If your issue relates to a criminal matter, you should ask the police (or other relevant authority) to investigate it first but please let us know you've reported the matter.

## Your details

|                          |  |
|--------------------------|--|
| Name (Forename/Surname): |  |
| Address:                 |  |
| Telephone number:        |  |
| Email address:           |  |

## Who are you complaining about?

|                          |  |
|--------------------------|--|
| Name (Forename/Surname): |  |
| Firm name:               |  |
| Business address:        |  |

## Details of your complaint

Please outline your complaint as clearly as possible, including why you think the member is at fault and any relevant dates. Please send us copies of relevant supporting documents with your complaint. Please be aware the AAT member who is the subject of the complaint will need to be shown any material relevant to the complaint if we are to use it.

Have you already made a complaint to your accountant?

**Yes**

**No**

If yes, please provide a copy of the response with this complaint form. If no, we recommend you do so.

Is there anything the member could do to remedy your complaint?

## Evidence to support complaint

In order to make an accurate assessment of your complaint you must provide AAT with relevant documentary evidence to support your complaint (to be submitted at the same time as your complaint form). Your complaint is unlikely to proceed to investigation if there is little or no evidence to support it. Please be aware the AAT member who is the subject of the complaint will need to be shown any material relevant to the complaint if we are to use it.

Please confirm what documents you have enclosed/attached.

| Ref | Name of document |
|-----|------------------|
| 1.  |                  |
| 2.  |                  |
| 3.  |                  |
| 4.  |                  |
| 5.  |                  |
| 6.  |                  |
| 7.  |                  |
| 8.  |                  |
| 9.  |                  |
| 10. |                  |

Please send a copy of your complaint form and supporting evidence to the Professional Standards team at [aatstandards@aat.org.uk](mailto:aatstandards@aat.org.uk).

## Using your personal data

We will treat your personal information in accordance with data protection legislation and only use your information to carry out our responsibilities as a regulator and as a professional body. We may, either as required by law or to carry out those responsibilities, share your personal information to comply with the requirements of government departments, agencies, and regulators. For more information about our *Privacy policy*, please visit [aat.org.uk](http://aat.org.uk)

The AAT member who is the subject of the complaint will need to be shown all material relevant to the complaint against them. All correspondence between the AAT member, the complainant and AAT is private and confidential, although it may be disclosed to the member or their insurer, legal representatives, or AAT's *Discipline and Conduct Panel* if necessary.

If you **DO NOT** want us to share any information, please be aware that AAT may not be able to act on your complaint if we cannot disclose the supporting evidence. If there are any specific documents you do not wish us to share, please mark them up clearly.