

Keates & Co LLP



Client Complaint Procedure

In the event that you have concerns about the level of professionalism or service from any member of staff of Keates & Co then please contact Martyn Keates (Partner) via e-mail to mkeates@keatesandco.co.uk .

Please include the following information in order for a full investigation to be made:

- Name of individual
- Date(s) of incident(s)
- Circumstances that have arisen
- Impact of the actions/inactions on your company/personal circumstances

All complaints will be investigated and reported back to the complainant within 5 working days.

Should there be a complaint about the partner, Martyn Keates, then you can contact ICAEW directly on [icaew-complaint-form.ashx](https://www.icaew.com/what-we-do/our-services/complaints)