

Complaints Policy – Lucy Hartley Accountancy

At Lucy Hartley Accountancy we aim to provide high-quality professional services. If you are not satisfied with any aspect of our work, please let us know so we can resolve the matter promptly.

How to Make a Complaint

You can contact us by:

- Email: lucy@lucyhartleyaccountancy.co.uk
- Post: [28 Bark Lane, Addingham, LS29 0RB
- Telephone: 07754949881

Please include your name, contact details, and a description of the issue.

How We Handle Complaints

1. Acknowledgement: We will acknowledge your complaint within 3 working days.
2. Investigation: Your complaint will be investigated promptly and fairly. We may contact you for further details.
3. Response: We aim to provide a written response within 14 working days, explaining our findings and any actions proposed.
4. Resolution: We will keep you informed if additional time is needed and work to resolve your complaint as quickly as possible.

Escalation

If you are not satisfied with our response, you may refer your complaint to the ICAEW:

- Website: <https://www.icaew.com/>
- Email: complaints@icaew.com
- Phone: +44 (0)20 7920 8100

Record Keeping

We keep a record of all complaints and their outcomes for at least 5 years to help improve our services.

Lucy Hartley

Lucy Hartley Accountancy

Date: 06/02/2026