

OUR COMPLAINTS PROCEDURE

If you are at all dissatisfied with our services for any reason whatsoever please speak to us immediately and we will do our best to try to resolve the issue.

If for whatever reason you do not feel that the issue can be resolved via discussion please state your complaint in writing either by email to info@cheshireaccountants.net or by post to Shires Accountants Limited Checkley Grange, Checkley Lane Wrinnehill Cheshire CW3 9DA.

- Please state what your complaint is and how you feel it could be best resolved.

On receipt of the complaint in writing this will then be logged as a formal complaint and an acknowledgement email is sent to you. Following this a director will review your complaint within 2 working days of it being received and a response returned to you within 7 working days of the complaint being received.

Hopefully the complaint can be resolved to your satisfaction and no further action will be required. Following which we will mark the complaint as resolved and note this on file.

We care about our customers and pride ourselves on the highest standards of customer service. We try always to building strong and lasting relationships but recognise sometimes things can, and do go wrong. When this happens we always do our best to try and put things right.