

Your Complaint

The Institute of Accountants and Bookkeepers is a membership organisation and an awarding body providing qualifications in accountancy, bookkeeping, payroll, and finance to members worldwide.

Our aim is to raise the bar in financial literacy and the IAB promotes and supports high standards of practice and ethical conduct which characterise the financial professional. These standards are important to our members and for our team here in the UK but, sometimes, problems happen.

We recognise that on occasion, individual IAB members or members of IAB staff may fall short of the high standards we expect, and those affected must have an effective means of bringing this to our attention with an expectation of resolution.

As an IAB Course student, an IAB Member, or the client of an IAB Member, if you are unhappy with the service that you received or if something doesn't work for you; we want to know about it.

We examine every issue raised and we will deal with your complaint as quickly as possible. You will know who is dealing with your complaint and we will keep in touch with you. Wherever possible we try to find a resolution; but we will take action to uphold our professional standards when that is needed.

Your complaint must be in writing, and we need to know who it is from; we can't accept anonymous complaints.ⁱ

Similarly we cannot investigate complaints arising from circumstances which may also involve active legal proceedings.

IAB interacts with a range of partners and other agencies providing services, if your complaint is directed at one of these organisations, or someone employed by them, you should first approach the relevant organisation.

We will check we have all the necessary information or if any of these exclusions apply and acknowledge receipt of your complaint. We will also provide you with a unique reference number within five working days (usually sooner)

IAB is concerned to examine complaints thoroughly and carefully, but we require your cooperation to do so, particularly where we may have to investigate.

Your complaint will be seen by a senior manager, thereafter you will be re-contacted by that manager, or a responsible person appointed by IAB to examine the issues you have raised.

In most cases this will involve a telephone call to hear about your experience and identify the specific matters of concern to you.

These issues will be explored in detail with the relevant people (either the person(s) directly subject of complaint or otherwise connected with the business area involved.)

In the first instance, the aim will be to explain the experiences you have described and to discover more information about what happened, why it happened and how it affected you.

The responsible person will then re-contact you to convey their findings with a view to arriving at a resolution. This contact will also be by telephone.

In some circumstances, for example where the most serious types of misconduct may be involved, it would not be appropriate to pursue a resolution and instead the responsible person will approach you for evidence which may be used to support proceedings.

Whichever procedure is involved the responsible person will make a report to the IAB Senior manager who will review the resolution or decide whether proceedings should follow.

You will receive written contact advising the outcome these considerations.

If you are dissatisfied may ask for a final review, which will be undertaken by a different IAB Senior Manager.

IAB will undertake each of the steps in this process with minimum reasonable delay as we aim to resolve complaints as quickly as possible. Whilst the matter is being looked at the 'responsible person' appointed to do so will be available for you to contact for updates.

Meanwhile if you have questions please contact: hello@iab.org.uk
