LTS TAX
Chartered Tax Advisers · A Titan Wealth Company

LTS TAX LIMITED
Summary of Complaints Procedure

LTS Tax Limited ("LTS") are committed to providing you with a high-quality service that is both efficient and effective. However, should there be any cause for complaint LTS takes this extremely seriously and implements the below complaints handling procedure:

- Acknowledge complaint in writing within five (5) business days of receiving the complaint and you will be provided with a summary of our complaints handling procedure by the same means in which the acknowledgment is sent (i.e. letter, email or telephone) (a copy of which is also available on LTS' website) which will give an indication of the expected time frame to investigate your complaint depending on the severity and nature of the complaint.

- Aim to keep you informed of the progress of your complaint including details of any actions being taken to resolve the complaint, except where this conflicts with or is prohibited under another law.

- Provide you with a full response to your complaint within eight (8) weeks from receipt of the first complaint and in any event within three (3) months from receipt of the first complaint, if extra time is required contact will be made with you to advise you of the reason.

- LTS aims to resolve all complaints within 8 weeks of receipt.

Any final response sent will: -

- accept your complaint and offer any appropriate redress and/or remedy; or

- offer redress and/or remedy without accepting your complaint; or

- reject your complaint and give clear reasons for doing so.

- The final response will also tell/remind you that if you remain dissatisfied, you can refer the complaint to the Taxation Disciplinary Board ("TDB"), whose details are set out below.

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Approach

Where a substantive response has been given by LTS in relation to your complaint and unless you have indicated that the response is unsatisfactory, LTS is entitled to treat the complaint as settled and resolved after the expiry of four (4) weeks from the date of its response.

- LTS will consider a complaint as closed in any of these circumstances:
- after an offer of redress or remedy has been made, accepted and put into effect; or
- after a final response has been sent rejecting your complaint and six (6) months have passed without the complaint being referred to the TDB
- when LTS has communicated to the client advising that LTS consider the matter closed.

The TDB are the administrator of the independent disciplinary scheme for members of the Chartered Institute of Taxation including LTS. Contact details for the TDB are as follows: -

Address: 30 Monck Street, London, SW1P 2AP

Email: tdb@tax-board.org.uk

Website: https://tax-board.org.uk

International phone: +44 (0) 207 4551 9344