



CUSTOMER SERVICE POLICY

Introduction

Customer Service is defined as that which a business delivers in order to achieve customer satisfaction. As a firm of Chartered Accountants our customers are our clients and it is our objective to provide clients with the highest possible standards of customer service. Our customer service policy is detailed in the following pages and we undertake to adhere to this policy for each and every one of our clients. We also undertake to ensure every member of our staff is fully aware of these standards and is provided with the necessary training to enable standards to be met.

Miller McIntyre & Gellatly (MMG)

MMG is a firm of Chartered Accountants and business advisers (www.mmgca.co.uk) providing tailored solutions to corporations, owner managed businesses, government agencies, not for profit organisations and private clients in Tayside, Fife and beyond. We understand that every client is different and we tailor our service to each client's needs. Our relationship with each individual client and the conduct of every assignment is defined and regulated through issue of a tailored Letter of Engagement.

The firm is structured and its resources directed towards the primary objective of serving clients' needs in an efficient and cost-effective manner. A key contributor towards our achieving this goal is our membership of Howarth Clark Whitehill Associates (www.hcwa.co.uk) an association of independent UK firms of Chartered Accountants. Through the Association we have access to training facilities and technical resources usually only found in larger firms.

The firm is an Investor in People and has "Accredited CPD Employer" status with The Institute of Chartered Accountants of Scotland (ICAS) through which ICAS recognises employers who operate a robust in-house professional training and development scheme in which ICAS members are taking part.

Our mission

Our mission statement is "to provide high quality services to clients; services which the client needs and which are priced according to their value to the client". In pursuance of that mission we do our utmost to provide the following:

Quality of service by

- Providing a friendly, courteous and personal service.
- Listening to what you are saying.
- Being honest, truthful and upfront with you at all times.
- Providing pro-active advice wherever possible.
- Observing the highest ethical standards

Accuracy of service by

- Providing the highest level of staff training to ensure technical competence
- Investing in the highest quality staff, IT resources and training

Promptness of response by

- Communicating with you quickly and effectively. To achieve that we shall -
- Respond to all incoming correspondence, by letter, fax or email within 5 working days. Wherever possible we shall respond within 2 working days. Where our initial response does not deal with all aspects of your communication we expect to provide a full response to 95% of letters etc within 10 working days and to the remaining 5% within 15 working days.
- Ensure there is someone available to take your telephone call at all times during the normal working day (8:45 to 5:15). When telephone queries cannot be fully answered, we shall make a follow up call to you within 1 working day. An answering service will take your call out-with the normal working day. Partners carry “smart” phones and are able to respond to your emails when away from the office. Your contact partner will provide you with his mobile phone number on request.
- Meet you on our premises in comfortable and secure surroundings. A member of our staff will meet with you within 10 minutes of your arrival if you have not previously made an appointment. If the time your business requires is greater than 10 minutes, you will be offered an appointment which will be within 5 working days. When an appointment has been arranged the individual concerned will be available to meet you within 5 minutes of your arrival. Our offices have facilities, including car parking, for visitors with special mobility requirements. If you have any other special needs you should inform us by telephone before coming to the office and we shall do everything possible to meet these.
- Provide you with access to staff trained to deal with your needs whenever required.

Staff attitude and behaviour

Every member of our staff is trained to provide clients with the quality of service necessary to meet our customer service standards. Communications with clients and others who contact us, whether verbal or in writing, should be courteous and respectful.

Complaint handling

Miller McIntyre & Gellatly makes a determined effort to ensure a continuous improvement in the quality of service our clients receive. If you are dissatisfied with any aspect of our service and you are unable to resolve matters with your contact partner to your complete satisfaction, please write to The Senior Partner at Chapelshade House, 78-84 Bell Street, Dundee, DD1 1RQ. If you are still dissatisfied you may take the matter up directly with the Institute of Chartered Accountants of Scotland, Professional Conduct Department, 21 Haymarket Yards, Edinburgh EH12 5BH. Unresolved complaints relating to our dealings as Agent for The Accountant in Bankruptcy should be addressed to The Customer Service Manager, Accountant in Bankruptcy, 1 Pennyburn Road, Kilwinning, KA13 6SA or by email to helpline@aib.gsi.gov.uk marking your communication “Complaint”.