

Complaints Policy of Abell Limited

The happiness and satisfaction of our clients with our services is key to our success. We value the support our clients give us in growing our Practice.

COMPLAINTS

These should be addressed to your designated contact, JM Swallow, FCA, (abell@chartered.org) but should you be dissatisfied with any resolution offered, the matter should be referred by you to The Institute of Chartered Accountants in England & Wales (<https://www.icaew.com/regulation/complaints-process/make-a-complaint>) .

Please note:-

INVESTMENT BUSINESS

We do not engage in investment matters or advice. Should you require any specific investment advice, we shall be pleased to introduce you to a suitable independent authorized third party (ATP). We are not authorized to advise or comment on the advice received by you from the ATP.

In the event that we introduce you to an independent authorized third party (ATP), we may advise or comment on any advice given by the ATP to you if you so wish, but the ATP will take full responsibility for all aspects of compliance with regulations required by the Financial Services Act 1986.

Should you require us to conduct specific investment business on your behalf, we shall send you a separate letter of engagement.

GENERAL ADVICE

In addition, we shall be glad to assist you generally in tax or other financial matters relating to your business or to you personally. You should advise us in good time of any proposed major transactions. We should, however, warn you that because tax rules change constantly you should ask us to review any advice already given if a transaction is delayed, repeated or if a similar transaction is to be undertaken.

Our Complaints Policy was generated with the help of ICAEW best practice.