

## Complaints Policy

### Purpose

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint process is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.

### Making a complaint

Complaints are a serious matter and we will do everything in our ability to address any complaints or concerns of our clients, stakeholders and regulator (CAANZ).

Should you have a complaint to make to us, please get in touch with us first.

Complaints can be made to:

Thomas Eyles, Audit Partner - [thomas@eylesaudit.nz](mailto:thomas@eylesaudit.nz)

Anonymous Complaints: <https://forms.gle/bQRM62j471E8vmtw8>

In some cases, we may engage with a 'quality reviewer' to review our work performed to provide additional assurance of quality and/or to resolve any issues identified. Quality reviewers are experts in the auditing field and are also subject to quality standards as we are.

### Let us know in another way

Should you have feedback, but don't want to make a formal complaint, you can fill out our client feedback form: <https://forms.gle/N64gXP93SGvi4E838>

Alternatively, you can message Thomas Eyles using social media:

- Facebook (<https://www.facebook.com/eylesaudit/>)
- Linked-in (<https://www.linkedin.com/in/thomaseyles/>)
- WhatsApp (<https://wa.me/64275678899?text=Complaint>)

### About

Thomas Eyles is the owner and partner of Eyles Audit; hence we recommend all complaints be directed towards him either via any of the complaint's channels above.

You can view the latest version of our complaints policy at:

[www.eylesaudit.nz/downloads/complaints-policy.pdf](http://www.eylesaudit.nz/downloads/complaints-policy.pdf)

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