

LHP

CLIENT COMPLAINTS & COMPLIANCE

8. Anti-Money Laundering Compliance

- 1.8.1. We are supervised by the Association of Chartered Certified Accountants for anti-money laundering compliance. We are required to obtain information to identify and verify our clients. This may be done by requesting the information from you and/or by making searches of appropriate databases designed for the purpose.
- 2.8.2. We will not usually be able to start working for you until such time as this information is received.

9. Bribery Act 2010

- 9.1. In accordance with the requirements of the Bribery Act 2010 we have policies and procedures in place to prevent the business and staff from offering or receiving bribes.

10. Conflicts of Interest

- 1.10.1. Where there is a conflict of interest in our relationship with you or in our relationship with you and another client we will notify all parties and where possible apply appropriate, agreed safeguards to protect the interests of all parties.
- 2.10.2. Where suitable safeguards cannot be applied we may be unable to provide further services.
- 3.10.3. We reserve the right to act for other clients whose interests are not the same as or are adverse to yours, subject, of course, to the obligations of confidentiality referred to below.



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11. Professional Indemnity Insurance

- 1.11.1. We are required by our professional body ACCA to have professional indemnity insurance.
- 2.11.2. Details about the insurer and the territorial coverage can be provided on request at our offices by appointment or via email.

12. Complaints

- 1.12.1. We aim to provide an excellent service at all times. However should you be dissatisfied in any way please contact Janet Collins. This may be done by writing to Llys Deri, Parc Pensarn, Carmarthen, SA31 2NF, or by telephoning this office, or by emailing Janet Collins at Janet@lhp.co.uk
- 1.12.2. We undertake to look into any complaint carefully and promptly and to take all reasonable measures to resolve the position to your satisfaction. If we do not deal with your complaint to your satisfaction you may take up the matter with our professional body ACCA. At that point, if appropriate, We shall also provide you with details of an approved body that you may wish to contact with regard to a possible alternative dispute resolution process.

