



COMPLAINTS PROCESS

As part of the new Quality Management Systems implemented from 1 July 2025, our practice has adopted the following Complaints Policy for addressing any Client Complaints.

If you have a complaint about our services, we ask that you contact our office either by telephone on 07 32095144 or email complaints@rosshuston.com.au in the first instance detailing your complaint.

We will work with you to help resolve your complaint as quickly, effectively and efficiently as possible.

We take all complaints seriously.

All complaints are documented in a Client Complaint Form.

Generally, the steps taken to resolve a complaint are:

- We will listen carefully to what you have to say;
- We will ask relevant questions to gather all necessary information;
- We will consider potential options for resolution of your complaint, including options preferred by you the client;
- if required, we will seek assistance/guidance from CAANZ - our umbrella Professional Association Body;
- we will communicate the resolution of the complaint directly back to you in a timely manner.

If we cannot resolve the issue or you are not satisfied with how we have handled your complaint or with the outcome, you may be able to escalate the matter to the Tax Practitioners Board and /or CAANZ.

Complaints to the TPB must be made in writing using its online form, which is available at myprofile.tpb.gov.au/complaints/

Not all complaints can be acted on by the TPB. If your complaint is about our fees, you can contact Consumer Affairs or the Office of Fair Trading or request mediation through CAANZ by ADR. However, the TPB may be able to assist if the fee complaint is associated with inappropriate conduct by our firm.

Details about making complaints to the TPB are available at www.tpb.gov.au/complaints

The Practice's Professional Indemnity Insurance provider will notified if necessary.

Every feedback received by our practice on our performance is thoroughly reviewed to see if we need to change any of our policies and procedures to better service our clients.