



Complaints Policy – Version 2.00

Date : May 2024

Introduction At Fusion Consulting Group Ltd, we are dedicated to delivering high-quality services to all our clients. If you are dissatisfied with the service you have received, we encourage you to inform us in writing so that we can address and attempt to resolve your concerns promptly and effectively.

Raising Concerns Informally

1. If you are concerned about our services, please first discuss the matter fully with the individual handling your case.
2. If your concerns are not resolved at this initial stage, the matter will be escalated according to the process described below.

Formal Complaint Process Escalation to Head of Client Services

3. To make a formal complaint, please contact our Head of Client Services using any of the following methods:
 - **Email:** csteam@fcg.co.uk
 - **Phone:** 0203 841 7010
 - **Post:** Fusion Consulting Group Ltd, Marlborough House, Regents Park Road, London, England, N3 2SZ
4. We will acknowledge receipt of your complaint within five days, providing a copy of this complaint's procedure.
5. The Head of Client Services will investigate your complaint by: a. Reviewing your records to understand the sequence of events and correspondence. b. Interviewing relevant staff members to clarify the issue. c. Consulting with senior management as needed.
6. Within seven days of our acknowledgment, you will be invited to a telephone meeting to discuss and hopefully resolve your complaint.
7. If your complaint is not resolved to your satisfaction, you may request further escalation to our Board of Directors within 14 days.

Escalation to Directors

8. A Director will contact you within seven days to discuss your complaint and conduct any further investigations. If a full response is not possible immediately due to ongoing investigations or the complexity of the issue, we will send a progress report indicating when you can expect a full reply.
9. If a meeting is not feasible or you prefer not to have one, a director will send you a written response, including proposed resolutions, within 21 days of our acknowledgment.
10. Should we require additional information or evidence from you, we will contact you promptly. Your cooperation in providing the necessary information swiftly will help avoid delays in the complaints handling process.

External Resolution Regulation and External Contacts

11. If the internal resolution process does not resolve your complaint, you may have the option to escalate the issue to one of our regulatory bodies.

Fusion Tax Ltd / Fusion Accountancy Ltd

12. Regulated by the Association of Taxation Technicians (ATT). If unsatisfied with the resolution:

- **Email:** info@att.org.uk
- **Phone:** +44 (0)20 7340 0551
- **Post:** Association of Taxation Technicians, 30 Monck Street, London, SW1P 2AP ATT will respond to telephone complaints immediately if possible or within 20 working days for more complex issues. Email or written complaints will be acknowledged within five working days with a detailed response following within 20 working days.

Fusion Law Ltd

13. Fusion Law Ltd is not regulated by the Solicitors Regulation Authority or the Law Society. However, complaints related to solicitor conduct can still be raised directly with these bodies.

Fusion Recruitment Ltd / Fusion Consulting Ltd

14. These entities are not regulated by any external body; therefore, no external resolution path is available.

Confidentiality and Data Protection

15. All complaints are treated confidentially and will only be disclosed to necessary personnel involved in resolving the complaint.

16. We adhere to the Data Protection Act 2018 regarding the collection, usage, and protection of your personal data.

Further Information

17. If you have questions or need more information about our Complaints Policy or procedures, please contact our Client Services Team at the details provided above.

Note : This policy does not apply to Fusion Financial Ltd. For Fusion Financial's complaints policy, please visit <https://www.fcg.co.uk/terms>