

# SERVICE STANDARDS

## Our Service Timescales

Abrahams Chartered Certified Accountants provide the 'Accountancy Services' listed below.

Our 'Service Delivery Timescales' are:-

- **Self-Assessment Tax Returns**  
- Within 3 weeks of finalising Accounts
- **Bookkeeping - Monthly Service**  
- Within 7 working days
- **Bookkeeping - Quarterly Service**  
- Within 10 working days
- **Payroll - Weekly/Monthly Service**  
- Within 3 working days
- **VAT Returns**  
- Within 10 working days
- **Accounts Preparation**  
Sole Trader Accounts  
Partnership Accounts  
Limited Company Accounts  
- Within 6 weeks

**Note:**  
Service Delivery Timescales are subject to all necessary information being provided by Clients to us in an accurate up-to-date format and timely manner.

## Our Fees

### Initial Consultation Meeting

At our 'Initial Consultation Meeting', we will agree our fees and the services you will receive from us.

### Written Terms of Engagement

We will provide you with our 'Written Terms of Engagement' in advance.

### Fixed Monthly Fees

Our 'Fixed Monthly Fees' are included within our 'Terms of Engagement'. Our Fees are paid by 'Monthly Standing Order' making it easier for your budgeting.

### Annual Review

In line with standard industry practice, we review our fees as part of our 'Annual Review', which takes into account the rate of inflation, any increases in volumes of work and your changing business circumstances.

We will always advise you in advance prior to any proposed fee changes.

### No Surprises!

Our fees are 'Fixed Monthly Payments', so you don't have to worry about any sudden surprises from us!



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## Confidentiality

As we provide 'Quality-Assured' Accounting Services, we are fully committed to ensuring industry requirements with respect to all matters of 'Client Confidentiality'. You can rest assured that your data is securely held and accessed within our practice.

As a responsible practice, we are fully registered with the ICO (Information Commissioner's Office) and adhere to the requirements of the Data Protection Act (DPA) 2018

## General Enquiries

Our agreed 'Standard Service' and 'Terms of Engagement' include dealing with your 'General Enquiries' and providing assistance wherever possible.

All 'Additional Services' which fall outside of our 'Standard Service' and 'Terms of Engagement', will be charged at an agreed hourly rate. We will provide you with a 'Written Quotation' for your acceptance in advance of undertaking any 'Additional Services' on your behalf.

## Client Transfer

For Clients transferring to us from another Accountant, we will provide you with a 'Fixed Fee Quotation' for our agreed Services. This is based on your Accounts being in 'reasonable order and up-to-date'.

Where your Accounts are not up-to-date, in poor order or require any re-work or analysis, an additional fee will be charged, which we will notify you of prior to undertaking any work on your behalf.

## Core Services

In certain unforeseen circumstances e.g. staff sickness, we will endeavour to take all necessary steps to ensure services are still provided to you.

Where circumstances are reasonably beyond our control, we will inform you in advance if we envisage any delays in our 'Service Delivery' to you.

## Termination of Service

If you decide to disperse with our services, we will provide you with an up-to-date 'Analysis and Summary' of any outstanding processes and procedures relating to your Accounts.

As part of the 'Termination Process', we will provide you with our 'Final Invoice'. Once this Final Invoice is paid, we will then release all your appropriate accounting information to your nominated Accountant.

## Complaints

As a 'Professional and Responsible Practice', we will endeavour to take all reasonable steps to deal with your written 'Complaint or Grievance' in a timely, courteous and professional manner.

After investigating your written 'Complaint or Grievance', we will provide you with our written 'Response' detailing our findings and outcome.

Abrahams Chartered Certified Accountants carry 'Professional Indemnity Insurance' in addition to 'Public Liability Insurance' and are regulated by the 'ACCA' (Association of Chartered Certified Accountants) and are 'HMRC Registered Agents'.



*Quality Service, Quality Accounting*

[www.abrahamassociatesuk.com](http://www.abrahamassociatesuk.com)

