



# Complaints & Appeals Policy

It is the policy of TCB Audit Services, LLC to record, review and act upon all complaints and/or appeals in a professional and thorough manner to ensure a satisfactory outcome is reached in a timely manner.

## Complaints

Complaints should be made in writing and should be directed to the TCB Audit Services office ([www.tcbaudits.com](http://www.tcbaudits.com)).

- Receipt of the complaint will be acknowledged as soon as possible.
- All complaints will be reviewed to ensure that we fully understand the clients' concerns; we may need to contact the client to discuss the complaint. This is to be done by someone other than who the complaint is upon.
- We will conduct a thorough investigation into any areas of concern and keep the customer up to date with progress at each stage of the investigation.
- Upon completion of the investigation, we will provide the customer with a full response.
- All complaints will be handled professionally and in a serious fashion. Our aim is to fully investigate all complaints and to keep all parties up to date with progress of the investigation and the outcome.

## Appeals

If a client does not agree with the assessors' findings there is a formal appeals process. Appeals should be made in writing explaining the full details of the grounds for the appeal and should be directed to the TCB Audit Services, LLC office ([www.tcbaudits.com](http://www.tcbaudits.com)). The receipt of the appeal is acknowledged and we will contact the client to ensure that we fully understand their concerns. This initial contact may lead to a satisfactory resolution. If we are unable to resolve the appeal during the initial contact, we will convene with an independent party as soon as possible. A meeting will then be held where evidence from all parties will be heard in confidence; the independent party will then make a decision based on the evidence supplied from all parties.

Eric W. Hinson  
CEO  
TCB Audit Services, LLC  
Sunday, January 23, 2022

