

Practice's Complaints Process

Dear valued clients,

As part of our efforts to manage complaints and ensuring and maintaining the quality of service we provide to our clients, we would like to inform all clients and prospective clients Practice's complaints process in this document which can be downloaded via our website – contact us section at www.bearonpartners.com.au.

Complaints and allegations are taken seriously with the view to achieving a prompt resolution. We aim to promptly acknowledge any client's complaint will ensure all submissions are timely informed as to the progress of resolution of their complaint:

- We will keep you informed of the progress by SMS, email, phone or letter
- We will allow you the opportunity to give additional information or comments before finalising the complaint
- We will give you a clear and concise explanation of the action taken to resolve the complaint and the reasons for the decision
- We will give you information about your options, if you aren't satisfied with the outcome of the complaint.

Firm Complaints Channels:

1. Submit an online complaint inquiry via website www.bearonpartners.com.au under Contact Us section;
2. Email your concerns or complaints directly to info@bearonpartners.com.au.

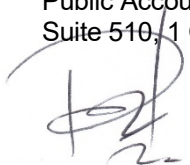
Statutory & Professional Association Complaints Channels:

1. IPA (Institute of Public Accountants):
<https://www.publicaccountants.org.au/about/complaint-investigation/complaints-about-an-ipa-member>
2. ATO (Australian Taxation Office):
<https://www.ato.gov.au/about-ato/contact-us/complaints-compliments-and-feedback/complaints>
3. TPB (Tax Practitioners Board):
<https://www.tpb.gov.au/complaints>

Yours faithfully

Bearon Partners

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