



Forensic CPA Society (FCPA) Complaints Procedure

Overview

The Forensic CPA Society is committed to handling complaints fairly, confidentially, and in a timely manner. We take all complaints seriously and aim to resolve them impartially and proportionately, without retaliation.

This procedure applies to complaints about our services, training, examinations, membership administration, or the conduct of persons acting on behalf of the Society.

1. When to complain

Please submit your complaint as soon as possible, and within 3 months of the issue occurring.

2. How to submit a complaint

Complaints must be submitted in writing through an official Society channel.

Submit by:

- Email: info@fcpaglobal.org

Please include key details (dates, names, what happened, and any supporting information) to help us investigate efficiently.

3. What happens next

Step 1: Log + acknowledge: The Secretariat logs the complaint, assigns a reference number, and acknowledges receipt.

Step 2: Initial assessment: We assess whether the complaint is within scope and whether immediate protective actions are required.

Step 3: Investigation: We investigate by gathering records and obtaining responses from the relevant persons/functions.

Step 4: Outcome in writing: Outcomes are evidence-based and may include findings, corrective actions, and any remedy available under applicable fee/refund/service policies. We communicate the outcome in writing.

4. Response timelines

- First response: within 1 week of receiving your complaint.
- Further response / outcome: within 4 weeks of receiving your complaint.
- If your complaint is complex and needs more time, we will keep you informed.

5. Serious matters and independence safeguards

Where a complaint alleges serious misconduct, confidentiality breaches, exam integrity issues, or risks to the public interest, it may be escalated and handled under disciplinary/data incident/risk procedures.

If your complaint concerns a Steering Committee member, senior officer, or the Secretariat, it is reassigned to an independent Steering Committee-authorized person/committee.

6. If you disagree with the outcome

If you are not satisfied with the outcome of the complaint, you may request a review under the Appeals & Due Process Policy.

7. Records retention

Complaint records are retained in accordance with the Society's records retention requirements.

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