

### **Grant Thornton Public Sector Assurance: Procedure for complaints brought by members of the public**

Grant Thornton's Contact Partner for Public Sector Audit Work, Jon Roberts, leads the Firm's Complaints Process in the Public Sector, and oversees the review of any complaint which is brought by members of the local public against auditors undertaking public sector audit work.

In considering a complaint, Jon Roberts will allocate it for review to an independent and experienced public sector auditor. Following review, he will issue the Firm's conclusion to the complainant and communicate any salient findings within Grant Thornton. Jon can be contacted via [jon.roberts@uk.gt.com](mailto:jon.roberts@uk.gt.com)

Where we identify action points or recommendations from our investigations, we share these with our Head of Audit, and the results are also used to inform the performance reviews for our auditors.

Where our external audits of local government bodies are undertaken under contract with Public Sector Audits Appointments Ltd (PSAA), when we uphold a complaint, we also share the findings with PSAA.

Should a complainant be unhappy with the results of our internal investigations, then they should write directly to PSAA at [generalenquiries@psaa.co.uk](mailto:generalenquiries@psaa.co.uk)

PSAA's complaints procedure is set out at <http://www.psa.co.uk/about-us/contact-us/complaints/>