ApproachableAccountants
Chartered Accountants & Chartered Tax Advisers

Log of changes to Terms of Business (last change: 29 March 2017)

Purpose:
The terms of business is a long document that we send to each new client. For each subsequent engagement, we refer clients to the latest copy on our website. This log identifies changes to our terms, so that you can decide whether you need to re-read our terms or some sections.

Please note that some changes alter paragraph numbering so that references may not be to exact paragraphs but should be close.

Changes from 2015 on:

Date	Para	Importance		Change	Notes
		High	Med		
29/3/17	16.6		M	Removed fee scale for junior manager	We no longer use this grade
29/3/17	16.5		M	Moved date for busy season from starting in November to starting in October	In line with increased workload
29/3/17	16.3	H		Removed reference to fixed fees	Fees are now time based
4/2/16	16.1		M	Removed "fixed" from "fee estimates" Clarified basis as being n time and level of expertise etc	To be clearer that fees depend on staff level and time taken
4/2/16	16.6		M	To add junior accountant rate of £30 per hour	To add extra staff level
7/8/15	16.6		M	To add fee rates	To be clearer
4/4/2015	5.5	H		Testimonials - Added, that we may quote and attribute comments for use in testimonials unless clients specifically request that we should not.	To save us having to disturb clients to ask for permission

22/5/15	6	H		New section on subcontracting and reliance on third parties explaining our policy including that we document a risk assessment for all key reliances. Explanation of where we tend to subcontract including the new relationship with Vishnu Rajendran, an Indian firm of Chartered Accountants	New section to clarify terms on which we outsource
22/5/15	14		M	New section to explain existing policy on tax advice & planning. Policy unchanged but upgraded for more detail	Updated for new professional guidance
4/4/2015	15	H		New section to explain commissions, particularly to explain new commissions that we receive from software suppliers for client's IT systems, in line with industry norms.	Needed due to new relationships with IT suppliers
4/4/2015 & 29/5/2015	16	H		Our fees - To make it clear that we price most routine work using fixed fee estimates, and charge by the hour for bespoke work and where we have had to work inefficiently due to receiving poor quality data or slow responses to queries.	Increasingly using fixed fee estimates, which clients prefer, need to keep fees fair

Changes to terms 2014 and prior

Date	Para	Importance			Change	Notes
		High	Med	Low		
11 June 2014	5.2		M		To allow for us sharing confidential information with our institute where it is helpful e.g. for a practice assurance review or to enable the institute to collate information or to lobby on issues such as with HMRC systems. Permission would be requested before sharing any client confidential information that we consider may be sensitive.	
18 June 2012	14.2	H			Late delivery charge for work delivered late in busy period, to help us maintain service levels	
15 June 2012	24.4		M		Clarified your right to cancel within seven days	
17 April 2012	9.1			L	Added that P60 and other forms may be electronic	
14 April 2012	14.3	H			To update instalment option to be for 12 months instead of 10	
14 June 2011	12.1	H			To distinguish tax compliance from advisory work	
18 Apr 2011	n/a			L	Updated for Chartered Tax Adviser status	
17 Feb 2011	~~14.3~~	~~H~~			~~Option to pay by 10 monthly instalments~~	Change superseded
	3.0			L	Added CIOT professional requirements	
	12.0		M		Explaining tax return filing positions in line with CIOT guidance	
31 Jan 2011	14.2		M		Mileage chargeable at £1.00 per mile	