

Complaint Procedure

Should you have any complaint regarding the administration of a particular case then in the first instance you should contact the Insolvency Practitioner who acts as office holder. Most complaints will be resolved at this stage. However if you remain unsatisfied you should provide full written details of your complaint, together with supporting documentation, to Mr Tim Clarke (address as above) who will independently review and respond to the matter.

Whilst every endeavour will be made to try to resolve any issues that may arise, if any matter is not dealt with to your satisfaction then your complaint should be made to the Insolvency Complaints Gateway by visiting their website <https://www.gov.uk/complain-about-insolvency-practitioner> and completing and submitting their online form. Alternatively you can print the form from their website and send it by post to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA or contact them by telephone on 0300 678 0015 (Monday to Friday 9am – 5pm).