

COMPLAINTS HANDLING POLICY

We are committed to providing high quality services to all our clients. When something goes wrong we need you to tell us about it, and help us improve our standards.

What happens if you have a complaint?

- 1) You should discuss your complaint with your caseworker verbally in the first instance.
- 2) If you are not satisfied with their response please put your complaint in writing to your case worker.
- 3) If you are not satisfied with the written response from your caseworker we will investigate your complaint further, which will normally involve your complaint being considered by the department manager.
- 4) The manager will issue a written acknowledgement of the complaint to you within 7 days of us receiving the complaint, enclosing a copy of this procedure.
- 5) The manager will also invite you to attend a face to face meeting at our offices in order to discuss and hopefully resolve your complaint.
- 6) If you are unable to attend the office the manager will issue a detailed written response to your complaint within 4 weeks of the date of the acknowledgement letter.
- 7) If you are not satisfied with the manager's response, the complaint will be referred to the Company Director, who will respond in writing within 4 weeks of him receiving the complaint. In the unlikely event that he requires more time to consider the position he will inform you of this and provide a new time estimate.
- 8) At the conclusion of the investigations into the complaint, if you are not satisfied with the final response you should refer the complaint to The Insolvency Service via their Gateway scheme:

<http://www.insolvency.gov.uk/insolvency/contact-us/IP-Complaints-Gateway>

Email: ip.complaints@insolvency.gsi.gov.uk

Telephone: 0845 6029848 (Monday to Friday 8:00am – 5:00pm).

Post: The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.