

## **BEESLEY CORPORATE RECOVERY Complaint Handling Policy**

### **Complaints Policy**

We are committed to providing high quality Insolvency advice and services. When something goes wrong, we need you to tell us about it. This will help us to resolve any issues that have arisen and improve our standards.

### **What happens if you have a complaint?**

1. You should discuss your complaint with your case administrator in the first instance.
2. If you are not satisfied with their response please put your complaint in writing

### **What will happen next?**

1. Annette Reeve will be notified of your complaint.
2. We will send you a letter acknowledging receipt of your complaint within five working days of receiving it, enclosing a copy of this procedure.
3. Annette Reeve will investigate your complaint. She will review the file and try to deal with the subject matter of your complaint.  
This will normally involve your complaint being considered by them in consultation with the case administrator who has the day to day control of the case file.
4. (a) Within 14 days of the date of the acknowledgement letter we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter; and/or.  
  
(b) You may alternatively/also be invited to a meeting at our offices to discuss and hopefully resolve your complaint.
5. Within five working days of the meeting, we will write to you to confirm what was discussed at the meeting and any solutions that have been agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an alternative senior member of staff to review the matter again and conduct a further review of the initial decision. They will carry out a full investigation within 14 working days of receiving your notification that you are still not satisfied and provide you with a final written response thereafter.

**NB:** In the unlikely event that we need more time to consider the position at any stage in the aforesaid process we will inform you of this and give you a new time estimate.

If at the conclusion of our investigations, you are still unhappy with our explanation or our suggestion as to resolving your complaint you may refer your complaint to the Insolvency Service via the Complaints Gateway:

<https://www.gov.uk/complain-about-insolvency-practitioner>