

The Insolvency Practitioner Complaints Gateway

We hope that you will not have cause to complain about the way we conduct our work on what are generally sensitive and emotive issues for creditors affected by the insolvency.

Occasionally misunderstandings arise and mistakes are made. Should you have cause to complain or if you would like to discuss how our service could be improved, please let us know by telephoning the person appointed as insolvency practitioner. We undertake to look into any complaint carefully and promptly and to do all we reasonably can to explain the position to you.

If you are still not satisfied with the explanations given, you can refer the matter to:

Liam Boyle
Chief Risk Officer
Teneo Restructuring Limited
1 Lochrin Square
92 – 98 Fountainbridge
Edinburgh
EH3 9QA

who is responsible for investigating any complaints made against our staff. If he is unable to resolve matters to your satisfaction then you can refer the matters to:

The Insolvency Practitioner Complaints Gateway at <https://www.gov.uk/complain-about-insolvency-practitioner> for all partners and directors licensed by the Institute of Chartered Accountants in England & Wales and Institute of Chartered Accountants of Scotland.

If you have difficulty accessing the online complaints form you can also make your complaint through the Insolvency Service Enquiry Line via e-mail only: insolvency.enquiryline@insolvency.gov.uk

For any further information relevant to this process please see the following website which is maintained by the Insolvency Service: www.gov.uk/insolvency-service