

DOWNLOADABLE GUIDE



HOW WE DEAL WITH YOUR COMPLAINTS

INSOLVENCY EXPERTS LTD

How we will deal with your complaint. All complaints should be made to complaints@insolvencyexpertsltd.co.uk or in writing to us at St Georges House, St Georges Road, Bolton, BL1 2DD. We aim to resolve your complaint as soon as possible. Sometimes things take a little more time. Please find below the process that we will adhere to respond to your query. Within 72 Hours We appreciate that time is often of the essence when a customer is dissatisfied enough to make a complaint and so we aim wherever possible we will seek to resolve all complaints within 24 hours of you making it. Within 5 working days of receipt of your complaint you will receive from us: If we are unable to resolve your complaint within 24 hours of receiving it an acknowledgement letter to let you know that your complaint is being dealt with and to provide you with contact details of the person dealing with it. Within 4 weeks you will receive from us: If the complaint is still being investigated 4 weeks after receipt, we are obliged to send you a further response to let you know what is happening. This letter should detail either: ▪ The reasons why more time is required to investigate your response and how long it will be before you should expect to receive a final response (within a maximum of another 4 weeks). Or, ▪ The final response from us. This will include the findings from our investigation and details of any compensation we have concluded is payable to you (if appropriate) Within 8 weeks you will receive from us: Within 8 weeks of receiving your complaint we are obliged to have fully investigated it and provide you with the details of our findings and details of any compensation that we think you would be due – in other words our final response. Hopefully this would be a mutually satisfactory response and the matter will be concluded. Your Rights: We hope that you will accept the decision of our Complaints Department. If this should not be the case, you remain free at all times to seek independent advice. Insolvency Gateway If you remain dissatisfied with our final response, then you can contact the Insolvency Complaints Gateway which is operated by the Insolvency Service. They will record your complaint and forward it on to the relevant regulator. Complaints can be made to the Insolvency Service by email, phone, post or by completing an online form. Details of how to make a complaint, along with contact information for the Insolvency Service are both available at Insolvency Complaints Gateway at <https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/InsolvencyPractitionerComplaint.aspx>