

COMPLAINT PROCEDURE

Every endeavour will be made to try to resolve any issues that may arise. However, if any matter is not dealt with to your satisfaction your complaint should be made to the Insolvency Complaints Gateway by visiting their website <https://insolvency-practitioners.org.uk/regulation-and-guidance/complaints-procedure/> - 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).

The contact details for the Gateway are:

- **E:** ip.complaints@insolvency.gov.uk;
- **P:** The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds LS11 9DA;
- **T:** 0300 678 0015
- **W:** <https://www.gov.uk/complain-about-insolvency-practitioner>