

MITCHELL CHARLESWORTH CORPORATE RECOVERY & INSOLVENCY DEPARTMENT

Complaints Procedure

If you are dissatisfied with the services you are receiving, please contact the Office Holder / Engagement Partner.

If you would prefer to deal with someone else, please put your complaint in writing to: The Managing Partner, Mitchell Charlesworth, 5 Temple Square, Temple Street, Liverpool, Merseyside, L2 5RH

We will carefully consider any complaint we receive and, if we believe that we have given a less than satisfactory service, we will take all reasonable steps to put it right.

The complaints procedure is as follows:

-  Contact the Office Holder / Engagement Partner in the first instance
-  The complaint will be reviewed and investigated internally
-  The outcome of the investigation will be reported back to you
-  If you are not satisfied with the response, you can raise the matter in writing with: The Managing Partner, Mitchell Charlesworth, 5 Temple Square, Temple Street, Liverpool, Merseyside, L2 5RH who will investigate the matter further and respond to you.
-  If you remain unsatisfied then you must select the most appropriate route:

If a formal appointment is made as Office Holder pursuant to Insolvency Act 1986, as amended, or Law of Property Act 1925, then your complaint can be made to The Insolvency Service Gateway in one of the following manners:

-  Calling the Insolvency Service Enquiry Line on 0845 602 9848 (Monday to Friday 8am to 5pm),
-  Emailing the completed complaints form to:
ip.complaints@insolvency.gsi.gov.uk
-  Posting the completed complaints form to: IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.
-  For more details, please visit:
<http://www.bis.gov.uk/insolvency/cont-act-us/IP-Complaints-Gateway>

If a formal appointment is NOT made you have the right to refer the matter to our principal regulatory body, the Institute of Chartered Accountants in England and Wales, or any other relevant professional body.

-  ICAEW <http://www.icaew.com/en>
-  IPA <http://www.insolvency-practitioners.org.uk/>

The Financial Ombudsman Service

W: <http://www.financial-ombudsman.org.uk/>

T: 0800 023 4567

A: Exchange Tower, London E14 9SR

E: complaint.info@financial-ombudsman.org.uk