

## Complaints Procedure

This notice sets out details of the complaints procedure which we operate to try to resolve complaints which you, the client, may have in relation to the services that we provide. This complaints procedure is aimed at resolving complaints quickly and satisfactorily and further improving the quality of the service we provide.

### What is covered in our complaints procedure?

Our complaints procedure covers complaints which you may wish to make with regard to the services that we have provided to you, in particular, the manner in which we have dealt with your creditors and the information we have provided to you about our dealings on your behalf.

### How do you make a complaint?

If you are unhappy with the service we have provided to you, you should in the first instance discuss the situation with a member of our supervision team. Should you be dissatisfied with the explanation he or she has given to you then your complaint will be referred to a senior member of the Supervision Team and / or the Compliance Controller. Written complaints should be addressed to "The Compliance Controller".

### How will we handle your complaint?

A senior member of the Supervision Team and / or the Compliance Controller shall be appointed and will consider the contents of your complaint. In certain circumstances we may need to contact you for further information in order to better understand your position.

We will conduct a full investigation into the points raised and discuss the details of your complaint with the relevant personnel where appropriate. Once all information has been considered you will be contacted further to confirm whether the company accepts either completely or to some degree your complaint. Where applicable, you will be advised of what steps the company will take to put right the complaint and ensure the same problem does not re-occur.

It is the company's aim to resolve any complaint satisfactorily within 10 working days, although where more detailed investigation is required the process may take longer. You will be kept informed of the time scale that will be required for us to investigate your complaint.

## IVA Complaints

If your complaint relates to any aspect of the services you have received in connection with a proposal for an Individual Voluntary Arrangement (IVA) and you are not satisfied with the response you have received from us you may wish to refer your complaint to the regulator of the licensed insolvency practitioner responsible for your IVA services.

The simplest way to make a complaint is by completing the online complaints form via; <https://www.gov.uk/government/complain-about-an-insolvency-practitioner>. This can be emailed or sent by post to the Complaints Gateway.

If you have difficulty accessing the online complaints form you can also make your complaint through the Insolvency Service Enquiry Line and you will be taken through the same questions on the form over the phone; Telephone: 0300 678 0015.

If you live in Northern Ireland you will need to complain direct to the authorising body of the insolvency practitioner. *3<sup>rd</sup> Floor, Valiant House, 4-10 Heneage Lane, Off Creechurch Lane, London, EC3A 5DQ.*

As part of the complaint, you will need to name the insolvency practitioner you wish to complain about.

The Licensed Insolvency Practitioner for Debt Support Centre is; *Gregory Mullarkey*, Governing Body; Insolvency Practitioners Association, License No; *101736*.