

## Complaints Procedure

We strive to provide a high quality service, but do recognise that there may be times when disputes may arise.

If you have a query or concern about our work please raise this in writing with the Insolvency Practitioner dealing with your affairs. We aim to respond in writing to your request within 14 days of receipt. If you are not satisfied with the response we will request you to provide further details of your complaint in writing so that it can be reviewed by an Insolvency Practitioner who has not been involved with the case to which the complaint refers. We aim to respond in writing to such further request within 14 days of receipt. If you are still not satisfied that your complaint has been dealt with appropriately, you may if you wish complain to the Recognised Professional Body (RPB) which licences the Insolvency Practitioner concerned.

All Practitioners at White Maund are licensed by the Insolvency Practitioners Association (IPA). Any complaint to the IPA may be made using this link through the Insolvency Services website <https://www.gov.uk/complain-about-insolvency-practitioner>