

Complaints Process

We are committed to providing a quality, professional service with your best interests in mind. In the event that you feel we have not met our own high standards, and you are dissatisfied with any aspect of the service we provide, for whatever reason, this is a complaint and you should contact us directly in the first instance.

Contact us by: **E-mail** - to complaints@arminsolvency.co.uk

Phone - on 0161 359 4239

In writing - Addressed to 'The Complaint Officer' at ARM Insolvency, Blenheim Court, Carrs Road, Cheadle, Stockport, SK8 2JY.

All complaints we receive are reviewed with the same level of importance, irrespective of how they are brought to our attention. How we investigate and respond to any complaint is made up of the following three steps:

Stage One – Your Complaint

Contact us, either by phone, e-mail or in writing and explain how we have not met your expectation.

What information should I include with my complaint?

Please ensure you make it clear:

- That you are making a complaint;
- The reason you are complaining;
- If appropriate, the person you are complaining about and what it is you consider they did wrong;
- How you have been affected;
- Any suggestions you have as to how the issue could be resolved.

Your complaint will still be fully considered even if all of the above information is not included.

Stage Two – Our first response

What response should I expect to receive from my complaint?

Within five days of receipt of your complaint, we will send to you:

- A written acknowledgement confirming who will be dealing with your complaint and how you can contact that person.
- An indication of how long it will take to resolve your complaint.
- A copy of our complaints procedure.

If we need more information we will request it from you. Even if you do not provide the additional information, we will continue with our investigation and complaints procedure. However this may restrict our ability to resolve the complaint.

When can I expect a full reply?

We will aim to complete our investigation within four weeks from receipt of your complaint. If we are unable to do so we will contact you in writing to advise why we have not yet resolved the problem and when you can expect us to make further contact.

Stage Three – Our Decision

Once our investigation is complete, we will write to you with our findings. This response will set out:

- Our findings,
- If your complaint is upheld, how we intend to rectify the situation,
- If your complaint is not upheld, our reasons for this decision,
- Details of what steps you can take to pursue the complaint (including your rights to refer the matter to the Insolvency Practitioner's regulator, i.e. The Institute of Chartered Accountants in England & Wales ("ICAEW").

What do I need to do then ?

If you do not write to us after receipt of our response, we will presume you are satisfied with the outcome of the complaint and will not write to you again.

If you do not agree with our response you may wish to refer the matter to the Insolvency Practitioner's regulator.

If you wish continue the complaint with ICAEW, in the first instance this should be directed through the Insolvency Service Complaints Gateway ("ICG"). The ICG are a government department who are responsible for overseeing complaints against Insolvency Practitioners.

Their preferred method of contact is via the web link at:

<http://www.bis.gov.uk/insolvency/contact-us/IP-Complaints-Gateway>

Alternatively they can be contacted by:

Phone – 0845 602 9848

In writing – IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA