

Complaints Policy for Assist Business Consulting Ltd

Assist Business Consulting Ltd are committed to ensuring we provide a professional and high quality service at all times. Unfortunately, there are circumstances where expectations in respect of these services may not be met.

Raising Concerns

In the first instance we would always look to resolve any concerns quickly with good communication and a full review of the facts involved and most issues will not necessitate a formal complaint.

If you do have any concerns regarding the service provided, please contact Sonia Baigent directly via the following methods;

- post to our office at Assist Business Consulting Ltd, 5 Old Forge Road, Ashby Magna, Lutterworth, LE17 5NL
- Telephone on 01455 560042
- Email at sonia@assistbc.com

It is useful to provide as much information as you can at this stage to enable us to look into the matter fully and provide a comprehensive response.

Formal Complaint

If the matter is not resolved at this stage, and you have not already issued a formal complaint in writing, you should now do so. As with any informal complaint please include as much detail as possible surrounding the complaint and any relevant supporting documents.

We will acknowledge receipt of the complaint within 48 hours and we will also provide contact details for any other person involved in dealing with the complaint at this stage.

Within 14 working days from receipt of your written complaint you will receive a summary of our understanding of your complaint, requests for any other information that may be required and an idea of when a full response can be expected.

In any case a full written response will be provided within another 14 days from either the initial summary being sent or the receipt of additional information, if required. This will report our initial findings, confirm whether there are any matters that may require further information/ investigation and confirm any further action.

Complaints Gateway

In the event that you are not satisfied with our response you may bring the matter to the attention of the Insolvency Service, who operates the Insolvency Complaints Gateway, which is an independent and standardised method for complainants to access the centrally administered complaints system.

You can access the Insolvency Complaints Gateway using the following link

<https://www.gov.uk/complain-about-insolvency-practitioner>

and further guidance regarding this process can also be accessed from the same site at;

<https://www.gov.uk/government/publications/insolvency-practitioners-guidance-for-those-who-want-to-complain/insolvency-practitioners-guidance-on-how-to-complain-about-an-insolvency-practitioner>

You may also contact the Insolvency Service Enquiry Line on **0300 678 0015** or by email at insolvency.enquiryline@insolvency.gov.uk.