

BPO INSOLVENCY LIMITED

COMPLAINTS PROCEDURE

We at BPO Insolvency Limited are committed to providing a professional, fair, efficient and courteous service to all participants in the insolvency process, whether they be creditors, directors, shareholders, bankrupts or debtors. However we recognise that there may be occasions when you will be dissatisfied with the way in which a matter has been dealt with. If so we want you to tell us about it and we will try to resolve your complaint.

It is a feature of the work of insolvency practitioners that complaints may arise because of an incomplete understanding of the legislation under which insolvency office holders are required to act. In many cases, actions or outcomes that are obvious to insolvency practitioners may be seen as wrong or unfair by complainants, as the duties of the office holder may be misunderstood. When responding to a complaint, we will always endeavour to provide; where appropriate, a clear explanation of the matters affecting the duties of an office holder, including the relevant legislation.

If you wish to make a complaint regarding the conduct of our insolvency practitioner(s) appointed on the matter, or concerning any member of staff, then in the first instance please try to resolve your complaint with the individual with whom you have been dealing or indeed the duly appointed insolvency practitioner. In the event that this does not resolve the matter to your satisfaction please address your complaint in writing to our complaints officer: -

Mr Bill Parry
37 Walter Road
Swansea
SA1 5NW

Mr Parry is the designated director in charge of complaints handling and will review any complaint made. He will endeavour to resolve any issues fairly and quickly. He will acknowledge receipt of your complaint in writing and will endeavour to respond in writing within a period of 21 days of receipt. This period of time allows for an investigation of the matters that have been raised if appropriate.

In the unfortunate event that it is not possible for BPO Insolvency Limited to resolve your complaint you can refer the complaint to The Insolvency Complaints Gateway

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<https://www.gov.uk/complain-about-insolvency-practitioner>). The Insolvency Complaints Gateway will review the complaint and decide whether it is appropriate to refer to the matter to the Insolvency Practitioner's authorising body. Please note that the Insolvency Service (the body responsible for running The Insolvency Complaints Gateway) encourages a complainant, in the first instance, to attempt to resolve any grievances via the internal complaints process of the firm in respect of which the complaint is being made. Complaints should only be referred to The Insolvency Complaints Gateway if attempts to resolve the matter using the firm's internal complaints process have proved to be unsuccessful.