

Complaints Procedure

It is recognised that there may be rare occasions where a debtor, creditor or some other party may feel that a particular matter has not been handled to their expectation.

Should staff become aware of any matter which could escalate into a complaint against the Firm or a Trustee or a member of staff then they should immediately bring it to the attention of the relevant case Trustee who, in turn will consider whether professional indemnity insurers should be notified. All complaints should be notified to the Local Compliance Officer who will log these in the Complaints Register. The Local Compliance Officer also requires to be copied into all complaints correspondence in order that resolutions and timescales for resolutions are recorded.

All individuals involved should endeavour to resolve matters as quickly as possible. All correspondence, by whatever means, must be reviewed by the case Trustee (or an alternative IP) before being sent out. The Trustee will also consider whether a face to face meeting would be appropriate at that stage.

If an individual advises that they want to complain then they should be instructed to contact the case Trustee in writing with details of the complaint and the Trustee will respond to their letter within 10 working days. If there are matters that require further investigation they will be advised when they can expect a response. The Trustee will consider whether a face to face meeting would be appropriate to resolve any misunderstandings.

Thereafter, if the complainant is not satisfied with the response then they should again be advised to contact the Firm in writing and address their further complaint to the Complaints Partner following which they can expect a response within 30 days after he/she has investigated the matter.

If there is no resolution after the complaint has been made to the Complaints Partner with the response as noted then the complainant should be directed to the Trustee's licensing body and the Complaints Gateway

All outgoing correspondence in cases is required to indicate the Trustee's licensing body.