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M^cCAMBRIDGE DUFFY
INSOLVENCY PRACTITIONERS

Complaints Procedure



Initial Complaint

You are invited to discuss your complaint with the individual whom you have been dealing or with their immediate department manager in an effort to resolve the issue.

Where should I send my Complaint?

Should you not wish to discuss with them or you continue to be dissatisfied you are invited to write to us at the following address: -

McCambridge Duffy LLP
Templemore Business Park
Northland Road
Derry
Northern Ireland
BT48 0LD

What should I include in my complaint?

Please ensure that the following details are included in your complaint: -

- Your name, address and case code
- The name of the person(s) to whom you have spoken with and when to help us find the relevant information
- Copies of any correspondence or documents relating to your complaint
- Details about what has gone wrong or has not been handled properly and;
- How you would like us to resolve your complaint



Review of complaint

What will happen next?

We will provide you with a written acknowledgement within five working days of receipt.

Your complaint will be reviewed by the department manager and your Insolvency Practitioner who will provide you with a written response within a further fourteen days.

During these fourteen days the department manager and Insolvency Practitioner will be ascertaining the background facts as quickly as possible. They may need to contact you to seek additional information as required.

In the event that the Insolvency Practitioner requires more time to fully investigate the complaint they will inform you in writing of a reasonable timetable for response along with reasons for the delay.

Once this has been completed they will provide a reply which will include conclusions of their investigations. It will also include full and clear explanations of the reasons for the conclusions that have been made. The Insolvency Practitioner will also detail any legislation which is specific to your case to ensure that it is made clear why a particular procedure is required which may have been the cause for complaint in the first instance.

Should the investigations conclude that an error has been made the Insolvency Practitioner and /or department manager will rectify the error promptly and offer an apology for the error.



Further Action

What if I am not satisfied with the initial response?

If you are not satisfied with the initial response to your complaint, you should write to the: -

The Senior Partner, Colm Duffy

The Senior Partner will then conduct a review of the complaint with the assistance of another McCambridge Duffy Insolvency Practitioner.

He will investigate the complaint and review all documentation relating to the complaint provided by you and used by the original Insolvency Practitioner to formulate the response previously provided.

The Senior Partner will provide a response to your complaint within a further fourteen days with his findings.

At any stage throughout the complaints procedure you can contact the relevant Insolvency Practitioners Authorising Body. The details are as follows: -

Judy Mooney – Association of Chartered Certified Accountants

The Professional Conduct Department - ACCA
29 Lincoln's Inn Fields
London
WC2A 3EE

Ronan Anthony Duffy - Institute of Chartered Accountants of Scotland Daniel Rule - Institute of Chartered Accountants of Scotland

Investigations Department
The Institute of Chartered Accountants of Scotland
CA House
21 Haymarket Yards
Edinburgh

COMPLAINTS PROCEDURE

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EH12 5BH

James Green – Department of Enterprise, Trade and Investment (NI) – If you reside in Northern Ireland

Insolvency Practitioner Unit
The Insolvency Service
Fermanagh House
Ormeau Avenue
BELFAST
BT2 8NJ

James Green – Business, Innovation and Skill

Insolvency Practitioner Policy Section
The Insolvency Service
PO Box 203
21 Bloomsbury Street
London
WC1B 3QW

David Lovesy – Chartered Accountants Ireland

The Chartered Accountants Regulatory Board,
CA House,
83 Pembroke Road,
Dublin 4.