

# Complaints Procedure

Stage

1

## 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 the matter 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 Compliance Officer and your Insolvency Practitioner who will provide you with a written response within a further fourteen days.

During these fourteen days the Compliance Officer 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 Compliance Officer will rectify the error promptly and offer an apology for the error.

Stage

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## Further Internal Review

### **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 Complaints Officer, Ronan Duffy

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

They 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 Complaints Officer will provide a response to your complaint within a further fourteen days with his findings.

## External Review

### **What if I am not satisfied with the response and wish to escalate my complaint?**

If you are not satisfied with the responses to your complaint you can escalate the matter with an external body for independent review.

#### **England and Wales**

If your case is dealt with in England or Wales and you wish to escalate your complaint you can do so with the Insolvency Service which operates a Complaints Gateway for complaints against Insolvency Practitioner's.

They will review your complaint and if they find that your complaint merits further consideration they shall refer the matter to the relevant Authorising Body for the Insolvency Practitioner.

You can fill in an online complaint form using the link below  
<https://www.gov.uk/complain-about-insolvency-practitioner>

For help filling out the form, see the contact details for the Complaints Gateway below:

insolvency.enquiryline@insolvency.gsi.gov.uk;  
0300 678 0015 - Find out about call charges

#### **Northern Ireland**

If your case is dealt with in Northern Ireland and you wish to escalate your complaint you can do so by writing to their Authorising Body. All of our Insolvency Practitioners are authorised by the Institute of Chartered Accountants of Scotland.

Investigations Department  
The Institute of Chartered Accountants of Scotland  
CA House  
21 Haymarket Yards  
Edinburgh  
EH12 5BH