

Our Complaints Procedure

We understand your complaints are an opportunity for us to improve how we do things. We deal with all complaints fairly, with integrity, and with rigorous standards and timescales.

Many complaints can be resolved quickly and to your satisfaction by discussing your concerns with a member of our staff.

If you remain dissatisfied we'll refer you to our complaints team. Or you can contact the team directly at:

Address: Fairclough House, Church Street, Adlington, Lancashire, PR7 4EX.

Email: Complaintsofficers@fairpoint.co.uk

We will endeavour to respond to your complaint fully and promptly. If we are unable to answer within five days, the Complaints Officer will send you a standard acknowledgment letter within five business days of receipt of the complaint giving the name of the individual handling the complaint together with details of our complaints handling procedure.

A final response will be sent to you within eight weeks although we will endeavour to respond much sooner.

If you remain dissatisfied with our final response, then you can contact the Insolvency Complaints Gateway which is operated by the Insolvency Service. They will record your complaint and forward it on to the relevant regulator.

Complaints can be made to the Insolvency Service by email, telephone or letter as follows:

- Telephone: 03006780015 (Monday to Friday - 8am to 5pm)
- Email: ip.complaints@insolvency.gsi.gov.uk
- Post: IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9D

To obtain a complaint form or for more details, please visit:

<https://www.insolvencydirect.bis.gov.uk/externalonlineforms/insolvencypractitionercomplaint.aspx>

Where you wish to complain about initial advice then you are entitled to complain to the Financial Ombudsman Service.

- Telephone: 0300 123 9 123 or 0800 023 4567 (Monday to Friday - 8am to 8pm and from 9am to 1pm on Saturdays).
- Email: complaint.info@financial-ombudsman.org.uk
- Post: Financial Ombudsman Service, Exchange Tower, London. E14 9SR

More information can be found here:

<http://www.financial-ombudsman.org.uk/consumer/complaints.htm>

We are members of the Debt Managers Standards Association (DEMSA) and must follow its Code of Conduct. So you can also complain to DEMSA if you are dissatisfied with the service you receive at:

Telephone: 0113 277 7610

Email: complaints@demsa.co.uk

Post: DEMSA, West Point, Westland Square, Leeds, LS11 5SS

More information is available here: <http://www.demsa.co.uk/complaints/>