

# Complaints Policy

## Introduction

Here at Brook Meade Insolvency, it is important to us that our customers receive a high level of service. However, we do understand that sometimes things can go wrong, we welcome your feedback and the opportunity to put things right, so we aim to resolve any issues as soon as possible.

If something has gone wrong, then please let us know and we can ensure we fully investigate the issue and do everything we can to put things right for you. We will keep you up to date as matters progress and you can contact us any time should you have any questions.

## Contacting Us

Whichever way you choose to contact us, we will start our investigations right away, our contact details are:

**By Email:** [compliance@brookmeade.co.uk](mailto:compliance@brookmeade.co.uk)

**In writing to:** The Complaints Officer, Brook Meade Insolvency Limited, Suite 6,1st Floor, Trafalgar House, 110 Manchester Road, Altrincham, WA14 1NU.

## Complaint Handling

Your complaint will usually be handled by one of our highly experienced managers in the first instance and we will aim to resolve the complaint within three working days. However, if the manager is not able to resolve your complaint, we will escalate the matter to our Complaints Team who will formally acknowledge your complaint upon receipt and will confirm the contact details of the person investigating it.

If we are still investigating your complaint after four weeks, we will explain to you the reasons why and indicate when you can expect a full and final response.

We should have finalised our investigation and issued our final response within a maximum of eight weeks. When we have completed our investigation, we will send you a final response. This response will detail the investigation and our findings. It will also confirm our conclusions and whether the complaint has been upheld, partially upheld, or not upheld. The response will also explain any action being taken, or that has been taken, to correct the situation that led you to complain.

## What we need from you

To properly deal with the complaint, we will need you to provide the following

- Your full name
- Your address and contact telephone number
- Full details of your complaint
- Your reference number with Brook Meade Insolvency
- Other details of what you would like us to investigate
- Any further evidence that you feel is relevant

## Regulator Details

The Insolvency Practitioners Association (IPA) is the regulatory body for all the Insolvency Practitioners at Brook Meade Insolvency. The IPA promote and maintain high standards throughout the insolvency industry and undertake regular monitoring visits to each member to ensure that all Insolvency Practitioners act in line with the insolvency rules, relevant legislation, the code of ethics and best practice guidelines.

## Further Escalation

If you are dissatisfied with our final response, or we have not been able to resolve your complaint, or indeed at any time of the process, you can escalate the complaint to the IPA using the Insolvency Complaints Gateway using one of the following methods:

- Telephoning the Insolvency Service Enquiry Line on 0300 678 0015 (Monday to Friday 9am – 5pm).
- Using the online Complaints Form at the following address: [Complain about an insolvency practitioner - GOV.UK \(www.gov.uk\)](https://www.gov.uk/complain-about-an-insolvency-practitioner)
- Email to [insolvency.enquiryline@insolvency.gov.uk](mailto:insolvency.enquiryline@insolvency.gov.uk)
- Posting the online complaints form to: IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.