



## **Complaints Procedure**

At MB Insolvency we pride ourselves on professionalism, efficiency and communication. We endeavour at all times to exceed your expectations and ensure that any dealing you have with us is handled with the utmost respect and understanding.

However, despite our best efforts, sometimes it isn't possible to meet your expectations and you may feel it necessary to complain.

We have a very efficient complaint service for you to voice any concerns you may have.

All of our correspondence states the Recognised Professional Body ("RPB") which governs the Insolvency Practitioner(s) with responsibility for the matter. You are able to complain to that RPB at any time through the Insolvency Complaints Gateway which is accessed through the Insolvency Services' website - <http://www.bis.gov.uk/insolvency/contact-us/IP-Complaints-Gateway>.

We would hope that before taking your complaint to the Insolvency Practitioner's RPB and that you would allow us to try to resolve the complaint. We have set out below our complaints procedure.

In the first instance please address your complaint in to the Insolvency Practitioner(s) appointed on the matter

Primarily, we will deal with all complaints over the telephone 01905776771.

Should you wish to put something in writing you can do so at the following address:-

MB Insolvency

11 Romay Way

Berry Hill Industrial Estate

Droitwich

Worcs

WR9 9AJ

Or, alternatively you can email your complaint to [mark@mb-i.co.uk](mailto:mark@mb-i.co.uk)

We endeavour to respond in writing to all complaints within a period of 21 days of receipt. This period of time allows for an investigation of the matters that have been raised (if appropriate).

Following receipt of our response if you do not consider that your complaint has been dealt with adequately or fully, or where you do not wish to complain to the Insolvency Practitioner(s), Your complaint can then be directed to the RPB as outlined above.

The relevant licensing bodies are as follows;

Mark Bowen - Insolvency Practitioners Association