



At MB Insolveny 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 Insolveny Practitioner(s) with responsibility for the matter. You are able to complain to that RPB at any time through the Insolveny Complaints Gateway which is accessed through the Insolveny Services' website - <https://www.gov.uk/complain-about-insolveny-practitioner>

We would hope that before taking your complaint to the Insolveny Practitioner's RPB 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 Insolveny Practitioner(s) appointed on the matter.

Primarily, we will deal with all complaints over the telephone 01905 776771.

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

MB Insolveny
11 Romay Way
Berry Hill Industrial Estate
Droitwich
Wares
WR9 9AJ

Or, alternatively you can email your complaint to 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 be directed to the RPB.

The relevant licensing bodies are as follows;

Mark Bowen – Insolvency Practitioners Association