

## **CUSTOMER SERVICE & COMPLAINTS PROCEDURE**

As a professional practice, we hope that you will find our treatment of you to be courteous, professional and in compliance with the relevant insolvency legislation.

We aim to meet certain standards in our dealings with all individuals and these are set out below : -

- 1 Correspondence to us, including email, will be responded to within fourteen days at the latest.
- 2 We will ensure that you are fully aware of your rights relating to any insolvency process and are aware of the procedures that both you and we have to follow.
- 3 Your case will be administered by a member of staff with appropriate experience and always under the supervision of both a Senior Manager and an Insolvency Practitioner.
- 4 All information you provide to us will remain confidential unless we are required by law to release same.
- 5 It is our practice to ensure that all individuals are offered the opportunity of meeting with their case administrator or a suitable member of staff in person at the commencement of the case.
- 6 Home visits or site visits can be arranged if suitable notice is given. A home visit will always be offered to individuals who are unable to attend the office for any reason. Please note that the office does have disabled access but should you have any concerns then please contact us in advance to enable us to discuss your particular requirements.
- 7 You are encouraged to bring a friend, family member or other representative to your initial meeting and may authorise us to discuss your case with them if you feel that this would assist you.
- 8 In the event that you do have a complaint to make about us, we would welcome the opportunity to address same but would ask that you follow the procedure listed on the following page.

## Complaints Procedure

In the event that you feel dissatisfied with any aspect of your dealings with us, the Company does operate a formal complaints procedure which should be followed as set out below :-

### Step 1

The administration of your case will be conducted by a suitably experienced member of staff but at all times, under the guidance of a Senior Manager. In the event that you have concerns relating to the administration of your case or the case manager, then contact should be made in writing to the Senior Manager.

For us to be able to handle your complaint efficiently, it would be helpful if you could detail the following :

Name of staff member about whom you wish to complain  
Details of any particular incident  
Date of any particular incident  
Whether the issue was raised with the relevant staff member and their response

A formal response to your complaint will be issued within 10 working days from receipt.

### Step 2

In the event that you do not receive a satisfactory response from the Senior Manager or do not receive a response within the timescale detailed above, a further complaint may be made to the Insolvency Practitioner who acts as the Trustee or Liquidator. At this current time, this will either be Colin Hastings or Linda Hastings and you should again, put your complaint in writing and preferably send it by recorded delivery or to [complaints@hastingsinsolvency.com](mailto:complaints@hastingsinsolvency.com). You should at that time enclose copies of any correspondence or documentation that you feel would assist.

A formal response to your complain will be issued within 10 working days from receipt

### Step 3

If you feel that the Company has not resolved your complaint to your satisfaction, then you may make a direct approach to the following bodies for further assistance :-

#### The Accountant in Bankruptcy

The Accountant in Bankruptcy exercises a supervisory role over all personal insolvency proceedings in Scotland. If your complaint involves the manner in which one of our Insolvency Practitioners and/ or their staff are administering a sequestration case then you may approach them directly and they will conduct their own investigation.

#### Insolvency Complaints Gateway

Both Colin Hastings and Linda Hastings hold Insolvency Permits issued by the Institute of Chartered Accountants of Scotland and should your complaint relate to the professional conduct of either of our Insolvency Practitioners, their staff or relates to a corporate case, it should be addressed to the Insolvency Complaints Gateway who will determine whether the complaint should be passed to the Institute of Chartered Accountants of Scotland for further review.

Contact details for the above bodies are listed below :-

**The Accountant in Bankruptcy**

1 Pennyburn Road  
Kilwinning  
Ayrshire  
KA13 6SA

Telephone : 0300 200 2600

Email : [aib@aib.gov.uk](mailto:aib@aib.gov.uk)

Web : [www.aib.gov.uk](http://www.aib.gov.uk)

**Insolvency Complaints Gateway**

The Insolvency Service

IP Complaints

3rd Floor

1 City Walk

Leeds

LS11 9DA

Email : [ip.complaints@insolvency.gov.uk](mailto:ip.complaints@insolvency.gov.uk)

Web : <https://www.gov.uk/complain-about-insolvency-practitioner>

