PKF Francis Clark Restructuring

Complaints procedure

If for any reason you are dissatisfied with the services you are receiving, please contact the appointed insolvency practitioner, who will carefully consider any complaint received.

If we believe that we have given a less than satisfactory service, we will take all reasonable steps to put it right.

Whilst we undertake to consider any complaint carefully and promptly and to do all we can to explain the position to you, if you remain unsatisfied you have the right to refer the matter to the **Insolvency Complaints Gateway,** which is operated by the Insolvency Service, an executive agency of the Department for Business, Innovation, Science and Trade.

Complaints can be submitted via an online complaints form at www.gov.uk/complain-about-insolvency-practitioner. Guidance for those who wish to complain can also be found on this site.

If you have difficulty accessing the online complaints form, you can also make any complaint through the Insolvency Service enquiry line:

- email insolvency.enquiryline@insolvency.gov.uk, or
- telephone 0300 678 0015 (Monday to Friday, 9am to 5pm).