

Bulley Davey Complaints Policy – Insolvency Appointments

At Bulley Davey we always strive to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. If you should have cause to complain about the way that we are acting, you should, in the first instance, put details of your complaint in writing to our complaints officer, Mr Julian Higgins at Bulley Davey, 4 Cyrus Way, Cygnet Park, Hampton, Peterborough PE7 8HP. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information and explanation or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may refer the complaint, in the first instance, to the Insolvency Service:

- by post to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds LS11 9DA
- or via their website at: www.gov.uk/complain-about-insolvency-practitioner
- or by email: insolvency.enquiryline@insolvency.gsi.gov.uk
- or you may phone: 0300 678 0015 (Monday to Friday 9am – 5pm).

If the Insolvency Service considers a complaint merits further consideration it will refer it to the appropriate regulatory body that licences the Insolvency Practitioner concerned. In the case of Michael James Gregson of this firm, his licensing body is The Association of Chartered Certified Accountants (ACCA), 29 Lincoln's Inn Fields, London WC2A 3EE, the name of which will be contained in any formal correspondence from him.