



Complaints Policy

External Procedure

Fortis Insolvency Limited

COMPLAINTS POLICY

INTRODUCTION

Fortis Insolvency Limited provides its services in a transparent manner. However, it is not uncommon within insolvency for complaints to arise because of an incomplete understanding of the legislation under which insolvency office holders are required to act.

In many cases, actions or outcomes that are obvious to insolvency practitioners may be seen as wrong or unfair by complainants, as the duties of the office holder may be misunderstood.

We will aim to rectify what we can, collaboratively and fairly.

STEP 1 BRING MATTERS TO OUR ATTENTION

Prior to any complaint being made, we request that you discuss your issue in detail with the team member looking after the case you are involved in. Unless we are aware of any problems, we are not in a position to resolve or explain the matters you are facing.



Please contact the case administrator looking after the case you are involved in, by telephoning 0161 694 9955.



You can always write to them at: Fortis Insolvency Limited, 683-693 Wilmslow Road, Didsbury, Manchester, M20 6RE



Or email them at info@fortisinsolvency.co.uk

If you prefer, you can speak with another member of staff, we will be happy to facilitate this. Please call 0161 694 9955 to make arrangements.

The majority of matters are easily resolved via a conversation or explanation. However, we are aware that in some circumstances, this may not be sufficient.

STEP 2 FORMAL COMPLAINT

If you are still unhappy about the conduct of the case in which you are involved, one of our insolvency practitioners, or one of our employees, your complaint should be made in writing to The Managing Director, Fortis Insolvency Limited, 683-693 Wilmslow Road, Didsbury, Manchester, M20 6RE.

Your complaint will be acknowledged, investigated internally by independent members of staff and a full response made in writing to you within 14 days.

STEP 3 SEND A COMPLAINT TO OUR RPB

If you remain dissatisfied, you should contact our RPB (Regulatory Professional Body) via the Insolvency Service. The Insolvency Service are in charge of all complaints for all RPBs.

Their complaints section can be contacted in writing at:

The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA

Or contact them by



Telephone on 0300 678 0015 (Monday to Friday 9am – 5pm)



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



E-mail: ip.complaints@insolvency.gsi.gov.uk

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