

# Complaints procedure



We are committed to providing a professional, fair, efficient and helpful service to all our clients, creditors and indeed anyone we have dealings with.

Many complaints can be resolved efficiently and informally by discussing the issue with your case administrator.

This notice sets out details of the complaints procedure which we operate to try to resolve complaints which you may have with regard to the services that we provide to you. We aim to resolve complaints quickly and satisfactorily and to further improve the quality of our service.

All staff at Ideal Corporate Solutions Limited receive guidance on how to handle complaints. All staff have access to a copy of the Complaints Procedure and have signed to acknowledge their understanding and acceptance of the procedure.

## How to make a complaint

If you wish to make a complaint, please contact the case administrator in the first instance. Their details will be included on all correspondence received from us.

Should you be dissatisfied with the explanation provided to you then your complaint will be escalated to a Manager.

If we are unable to satisfactorily resolve your complaint, you will be directed to our Managing Director.

## What should I include in my complaint?

Please include:

- Your name, address and client reference number
- Details of the circumstances leading to the complaint
- Copies of any correspondence or documents about your complaint
- The name of the member of staff you first wrote or spoke to, and when, to help us find the relevant information
- How you would like us to resolve your complaint

## Written complaints should be addressed to:

Managing Director  
Ideal Corporate Solutions  
Lancaster House  
171 Chorley New Road,  
Bolton  
BL1 4QZ

## How we will action your complaint

We will conduct a full investigation into the points raised and discuss the details of your complaint with the relevant representative at Ideal Corporate Solutions as appropriate.

It is the company's objective to resolve a complaint satisfactorily within 10 working days although, where a more detailed investigation is required, the process may take longer, although subject to a maximum of 8 weeks. In this instance, we will send you written acknowledgement within 5 working days of the receipt of your complaint explaining why and informing you of when you can expect to receive a full response.

We hope that the complaint will be resolved at this stage although; if you remain unsatisfied then you can escalate your complaint to our insolvency regulators, the Insolvency Practitioners Association, via the Insolvency Complaints Gateway. Their details are as follows:

## The Insolvency Service

External Relations Team (Complaints)  
The Insolvency Service  
4 Abbey Orchard Street  
London  
SW1P 2HT

## Complaints Gateway

Complaints to the single Complaints Gateway may be made either by:  
calling the Insolvency Service Enquiry Line on 0300 678 0015 (Monday to Friday 8am to 5pm), or  
completing and emailing the online complaints form on the Insolvency Service website  
<https://www.gov.uk/complain-about-insolvency-practitioner>  
or completing the online complaints form and emailing it to [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk)

For more details, please visit:

<https://www.gov.uk/government/publications/insolvency-practitioners-guidance-for-those-who-want-to-complain/insolvency-practitioners-guidance-on-how-to-complain-about-an-insolvency-practitioner#how-do-i-make-a-complaint>

Please note: Andrew Rosler Insolvency Practitioner number: 9151

## Online dispute resolution platform (ODR)

If you have a contractual dispute, visit the ODR website:  
<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&Ing+EN>

## Your rights

We hope that you will accept the company's final decision. If this should not be the case, you remain free at all times to seek an independent form of advice.

## Record Keeping

All complaints will be recorded on the company's complaints register and will be held for a minimum of 3 years.