

## Complaints Policy and Procedure

### **Policy Statement**

At Leading Business Services Limited, we are committed to ensuring that each of our clients receives the service that they expect. We also strive to ensure that we promote and maintain the professional conduct that can be expected from Licensed Insolvency Practitioners and Probate Practitioners.

If you believe that we did not meet the standard that you expected in our dealings with you, then we have a complaints system outlined below to attempt to ensure that we recognise any areas requiring improvement and ensure that such changes are made to prevent recurrence.

Where we have not dealt with any complaint to your satisfaction, and the complaint relates to a Licensed Insolvency Practitioner's regulated work, a complaint may be made to the Insolvency Complaints Gateway run by the Insolvency Service or the Legal Ombudsman. Further information is provided below in relation to this service.

### **Complaints Procedure**

We will acknowledge your concern or complaint within three working days and promptly investigate the matter. We may request further information from you to enable us to do this. We will endeavour to provide you with our final outcome within four weeks of receipt of your initial correspondence, unless further information is requested from you or other parties. In the event that we are unable to provide you with a final response within this timeframe, we will advise you of this within the four week period and a final response will be provided to you within eight weeks of receipt of the initial complaint.

If your concern or complaint is in relation to a formal insolvency procedure and in the event that you are still not satisfied and wish to take the matter further, your complaint will be passed to our external compliance and monitoring consultants for them to review the matter independently. We will report the outcome of any independent investigation to you within two weeks of receiving it ourselves. Should you remain dissatisfied, you may make a complaint to through the Government's Insolvency Service Complaints Gateway who will review it and, if appropriate, forward it to our regulatory body for further investigation. This is the gateway through which all formal complaints against insolvency practitioners must be made:

**Website:** [www.gov.uk/complain-about-insolvency-practitioner](http://www.gov.uk/complain-about-insolvency-practitioner)  
**E-mail:** [ip.complaints@insolvency.gsi.gov.uk](mailto:ip.complaints@insolvency.gsi.gov.uk)  
**Post:** The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA  
**Tel:** 0845 602 9848 – calls are charged at between 1p and 10.5p per minute from a landline; for mobiles, between 12p and 41p per minute if you are calling from the UK.

If your concern or complaint is in relation to probate or estate administration and in the event that you are still not satisfied and wish to take the matter further, your complaint will be passed to our external compliance and monitoring consultants for them to review the matter independently. We will report the outcome of any independent investigation to you within two weeks of receiving it ourselves. Should you remain dissatisfied, you will usually have 6 months of receiving our final written response to may make a complaint to the Legal Ombudsman. They may be contacted using the details below:

**E-mail:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
**Post:** Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ  
**Tel:** 0300 555 0333

If your complaint relates to probate or estate administration and you do not receive a final response within 8 weeks, you may refer the matter to the Legal Ombudsman.