



The P&A Partnership Limited
Kendal House, 41 Scotland Street
Sheffield S3 7BS

t: +44(0)114 275 5033
f: +44(0)114 276 8556

www.thepandagroup.co.uk
epost@thepandapartnership.com

HELP US GIVE YOU THE BEST SERVICE

If at any time you would like to discuss with us how our service to you could be improved or if you are dissatisfied with the service you are receiving please let us know.

We undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you.

How to contact us

If you are not satisfied with any aspect of our service you can contact us either:

- By telephone on 0114 275 5033
- In writing by addressing your letter to Jeremy Priestley, Managing Director

What happens next

Usually most concerns can be resolved straight away but if this should not be the case the following will apply:

- We will write to you usually within a week and explain why we have not been able to resolve your complaint, who is dealing with the matter and when you can expect to hear from us again
- We will normally be able to resolve most issues within two weeks.
- If your complaint is of a particularly complex nature it may take longer to resolve

If we cannot reach an agreement between us by the end of eight weeks we will write to you again and either:

- Send you a letter fully outlining the reasons for the delay and an indication of when we would expect these to be resolved

Or alternatively:

- Issue our final response letter to you that will explain our position.

If you are not satisfied you can request that the complaint be formally reviewed by a Director/Licensed Insolvency Practitioner within the practice who has not been involved in the handling of your case.

Insolvency Complaints Gateway

Should you remain dissatisfied with our suggested resolution you can refer the matter to the Complaints Gateway operated by the Insolvency Service. They will only consider your complaint once you have tried to resolve it with us so please take up your concerns with us first and we will do all we can to help.

Complaints can be made by email, telephone or letter to staff in the Complaints Gateway as follows:

- Calling the Insolvency Service Enquiry Line on 0845 602 9848 (Monday to Friday 8am to 5pm),
- Emailing the completed complaints form to: ip.complaints@insolvency.gsi.gov.uk
- Posting the completed complaints form to: IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.
- For more details, please visit: <http://www.bis.gov.uk/insolvency/contact-us/IP-Complaints-Gateway>



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Details of Insolvency Practitioners Licensing Bodies

John Russell, Brendan Ambrose Guilfoyle, Gareth David Rusling, Ashleigh William Fletcher, Jeremy Michael Bennett and Joanne Louise Hammond are all licensed by the Insolvency Practitioners Association of Valiant House, 4-10 Heneage Lane, London, EC3A 5DQ.