

Restart BTi – Complaints policy

If you have a complaint

We value our clients and hope that you do not have issue with the work that we undertake in accordance with our Engagement Letter. However, should any issue not be to your satisfaction we will take this seriously and deal with it in the manner laid out below.

Who should a complaint be addressed to?

We ask that in the first instance you address your complaint to Paul Hughes at Restart BTi, Suite 42, Dunston House, Dunston Road, Chesterfield S41 9QD.

Format of complaints

In order to best manage the complaint we find that putting down your complaint or concerns in a letter is best. You can, of course, make your complaint by any method such as e-mail, telephone or in person.

Investigation of complaints

Where a complaint is received it will be immediately and fully investigated. We aim to assess any complaint fairly, consistently and promptly to determine whether it should be upheld and, if it is, what remedial action or redress may be appropriate. We shall resolve it at the earliest opportunity, with the aim of doing so within 4 weeks of receipt of the complaint.

Timescale for initially responding to complaints

We will acknowledge your complaint promptly (generally within 5 business days) in writing, including written details of our complaints handling procedures. Where we are able to provide a final response immediately the acknowledgement may be combined with the final response. You will be kept informed of the progress of the investigation.

Final or other response within 4 weeks

We will either send a final response (as described below) within 4 weeks or, at the end of that period, a response explaining that we are not in a position to make a final response, giving reasons for the delay and indicating when we expect to be able to provide a final response. This response will inform you whether you are entitled to refer the complaint to the Financial Ombudsman Service (the 'Ombudsman') if you are dissatisfied with the delay, and will enclose a copy of the Ombudsman's explanatory leaflet.

Final response

This will either:

- uphold the complaint and, where appropriate, offer redress; or
- reject the complaint and give reasons for doing so.

The final response will advise you whether you may refer the complaint to the regulatory body that licenses the Insolvency Practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA; or you may e-mail ip.complaints@insolvency.gsi.gov.uk; or you may phone 0845 602 9848 – calls are charged at between 1p and 10.5p per minute from a land line, for mobiles between 12p and 41p per minute if you are calling from within the UK.

Version History

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