

TC BULLEY DAVEY LIMITED

COMPLAINTS POLICY INSOLVENCY APPOINTMENTS

At TC Bulley Davey Limited we always strive to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. If you should have cause to complain about the way that we are acting, you should, in the first instance, put details of your complaint in writing to our complaints officer, Mr Andrew Atkins at:

TC Bulley Davey Limited
1-4 London Road
Spalding
Lincolnshire
PE1 2TA

This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a director unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information and explanation or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may refer the complaint, in the first instance, to the Insolvency Service via their website:

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

If the Insolvency Service considers a complaint merits further consideration, it will refer it to the appropriate regulatory body that licences the Insolvency Practitioner concerned. In the case of Michael James Gregson of this firm, his licensing body is the:

Insolvency Practitioners Association
46 New Broad Street
London
EC2M 1JH

The name of which will be contained in any formal correspondence from him.