

Complaints Procedure

We place a high priority on client service and are keen to ensure that the quality of this is maintained.

If at any time you would like to discuss how our service to you could be improved, or if you are dissatisfied with the service you are receiving you are invited to discuss your complaint with the staff member you have been dealing with or alternatively, with Nicholas Barnett MIPA FABRP who is the principal of this firm. You can write to Nicholas at Libertas Associates Limited, 3 Chandlers House, Hampton Mews, 191-195 Sparrows Herne, Bushey WD23 1FL. Alternatively, please send an email to nbarnett@libertasassociates.co.uk. Nicholas can also be contacted by telephone on 020 8634 5599.

Please ensure that you include the following information when writing to Libertas about your complaint.

1. Your full name and address
2. The name of the staff member at Libertas who has been dealing with the matter in question.
3. Copies of any correspondence and/or documentation relating to your complaint.
4. Details about what you believe has gone wrong or not handled properly.
5. How you would like it to resolve your complaint.

We will provide you with written acknowledgement of your complaint within 5 working days of receipt and send you a written response within 14 days thereafter. All complaints will be dealt with within 8 weeks receipt of the initial complaint. If a longer period of time is required to address the matters within your complaint we will notify you accordingly.

In the event that we require more information to respond to your letter, we will contact you in order to obtain that information.

In the event that any matter is not dealt with to your satisfaction you may of course take the matter up with the Insolvency Service Complaints Gateway:

- Calling the Insolvency Service enquiry line on 0300 678 0015 (Monday to Friday 8.00am to 5.00pm); or
- Completing and emailing the online complaints form on the IS website;
- <https://www.gov.uk/complain-about-insolvency-practitioner>;
- Completing the online complaints form and posting it to – IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA