# Complaints Policy

Anchorage Chambers ('The Company') values each and every customer. The Company believes in delivering a high level of customer service, giving customers correct information and assistance in all financial matters. The Company is aware that sometimes things can go wrong, and if they do, we will address any issues raised as soon as possible.

## Application and Scope

The purpose of this policy is to set out rules relating to the internal handling of complaints, including procedures put in place, the time limits within which a complaint should be dealt with, the referral of complaints, and the records which must be made and retained.

## Objectives

Efficiency and Timelines

The Company aims to establish clear time frames for acknowledging, investigating and resolving issues, whilst keeping you updated regularly.

Fairness, Consistency and Satisfactory Resolution

The Company aims to ensure that complaints are handled fairly, effectively, promptly, and resolved at the earliest possible opportunity.

Continuous Improvement

The Company aims to continuously improve through analysing complaints, identifying root causes and correcting any mistakes or errors made.

## Definitions

Complaint: Any expression of dissatisfaction made by any third party that is an eligible complainant.

Eligible complainant: A customer or potential customer, a customer's authorised third party, or a business or creditor affected by the activities of the Company.

## How to make a complaint

If you are unhappy with any aspect of the services that we have provided you can raise a formal complaint.

If you require any reasonable adjustments to be made due to health or wellbeing issues, please notify a staff member when raising your complaint and we will endeavour to offer assistance.

You can raise your complaint via one of the following methods:

- Telephone: 0161 786 0917
- Email: complaints@anchoragechambers.co.uk
- Post: Complaints Team, Anchorage Chambers Limited, 252 The Quays, Salford, England, M50 3SD



**Anchorage Chambers is a trading style of Anchorage Chambers Limited Company Registered in England Number 09164704; All calls are recorded for monitoring and training purposes. Please note details of our Privacy Notice can be found on our website http://www.anchoragechambers.co.uk. The insolvency licence holder(s) of this practice are licensed in the UK to act as Insolvency Practitioners by the Institute of Chartered Accountants in England and Wales. Our insolvency work is subject to the Insolvency Regulations & Guidance Notes and the Statements of Insolvency Practice, and the Code of Ethics of the ICAEW.**

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If a complaint is received of an unreasonable or malicious nature, please note that we will follow our usual complaints process, but all future communications will be in writing.

## The Complaints Process

We endeavour to resolve all complaints at first contact, but if this is not possible the following steps will be taken.

**Stage 1:**
Upon receipt of a complaint which is not possible to resolve at first contact, the relevant information is gathered, and the complaint is sent to the complaints team via the email address complaints@anchoragechambers.co.uk. This email address may also be used directly by an eligible complainant.

**Stage 2:**
The complaints team will enter details of the complaint onto company records for tracking purposes.

**Stage 3:**
The complaints team or an appropriate member of staff will acknowledge the complaint within 5 working days of receipt.

**Stage 4:**
The complaints team or an appropriate member of staff will investigate the complaint and send our final response letter within a maximum of 8 weeks of stage 1. A full and clear explanation of the reasons for our conclusions will be provided in the final response letter. Please note that the final response letter is our final decision following the investigation of the complaint in a fair and impartial manner, based on actual information we have available to us.

**Stage 5:**
If we are unable to provide a final response letter within 8 weeks, we will write to you explaining why and advise when we expect to reach a final response.

Please bear in mind that you have the right to seek independent advice at any time.

## Data Protection and Confidentiality

The Company will handle all personal data received or generated in connection with a complaint in accordance with applicable data protection legislation, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.
Personal data will be used only where necessary for the purposes of:

- investigating and responding to the complaint;
- managing and monitoring complaints;
- meeting legal and regulatory obligations;
- maintaining appropriate complaints records; and
- identifying trends, risks and opportunities for improvement.

The Company will take appropriate measures to protect personal data and will only disclose information to third parties where there is a lawful basis for doing so and where the disclosure is necessary and appropriate.
Depending on the circumstances, this may include disclosure to an Insolvency Practitioner, creditors, regulators, professional bodies, legal advisers or other relevant parties where required or permitted by law.

Complainants should avoid providing unnecessary personal information about other individuals when submitting a complaint. Where information relating to another individual is relevant to the complaint, the Company will consider the appropriate way to handle and disclose that information.
Complaints will be handled confidentially wherever reasonably practicable. Access to complaint information will be restricted to individuals who have a legitimate business, legal or regulatory reason to access it.
Complaints records and supporting documentation will be retained in accordance with the Company's applicable record-keeping and data-retention requirements.
Further information regarding the Company's collection, use, storage and protection of personal data is available in the Company's Privacy Notice.

## Escalating a Complaint

If you remain dissatisfied with our final response, or we have been unable to resolve your complaint, then you can contact the Insolvency Practitioner Complaints Gateway via:

Telephone: 0300 678 0015 (Monday to Thursday 9am to 5pm, Friday 9am to 3pm)
Email: insolvency.enquiryline@insolvency.gov.uk
Post: The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA
Online Form: www.gov.uk/complain-about-insolvency-practitioner

## Company Requirements

The Company will provide a copy of this complaints policy to any client on request.

The Company will ensure that all employees are made aware of this Policy and provide them with sufficient training to be able to recognise a complaint and act upon it in accordance with this Policy.

The Company will maintain all appropriate records and ensure that all decisions taken are documented, and supporting evidence is saved where applicable.

The Company will continuously monitor complaint data to identify trends and issues, and to ensure improvements are made where required to prevent future complaints.

This policy will be reviewed annually.



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