

COMPLAINTS PROCEDURE

We hope that you will be satisfied with the service you receive from Dunion & Co, but we do recognise that there may be occasions when you will not be satisfied with the way in which a particular matter has been handled.

If you do have a complaint we would ask you, in the first instance, to write to Diane Dunion, who will respond within 14 working days. If you remain dissatisfied, or you feel that your complaint has not been dealt with adequately, you may complain to The Insolvency Service, who will review the complaint and decide whether it is appropriate to refer to the matter to the Insolvency Practitioner's Recognised Professional Body (RPB), who is the Insolvency Practitioners Association.

You may contact the Insolvency Service as follows:

- In writing to: The Insolvency Service IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA
- Make a submission using an on-line form available at www.gov.uk/complaints (<https://www.gov.uk/complain-about-insolvency-practitioner>)
- By email: insolvency.enquiryline@insolvency.gsi.gov.uk
- By telephone: 0300 678 0015 – calls are charged at up to 12p/minute from a landline, and between 3p and 45p/minute if calling from a mobile from the UK