

Policy Statement

At Leading Business Services Limited, we are committed to ensuring that each of our clients receives the service that they expect. We also strive to ensure that we promote and maintain the professional conduct that can be expected from Licensed Insolvency Practitioners.

If you believe that we did not meet the standard that you expected in our dealings with you, then we have a complaints system outlined below to attempt to ensure that we recognise any areas requiring improvement and ensure that such changes are made to prevent recurrence.

Where we have not dealt with any complaint to your satisfaction, and the complaint relates to a Licensed Insolvency Practitioner's regulated work, a complaint may be made to the Insolvency Complaints Gateway, run by the Insolvency Service. Further information is provided below in relation to this service.

Internal Complaint Review

We will make every effort to deal with your complaint in a swift, fair and consistent manner. All complaints should initially be made in writing to Jamie Playford at:

Leading Business Services Ltd
The Gateway
83-87 Pottergate
Norwich
NR2 1DZ

1. We will acknowledge your complaint to us within 3 working days.
2. Your complaint will be investigated by a party who has not completed any substantial work on the matter to which the complaint relates. We will endeavour to provide you with a final response within 4 weeks of receipt of your initial complaint. In the event that we are unable to provide you with a final response within this timeframe, we will advise you of this within the 4 week period and a final response will be provided to you within 8 weeks of receipt of the initial complaint.
3. If you are dissatisfied with the outcome of our investigations or our handling of the complaint, your complaint will be passed to our external compliance and monitoring consultants for them to review the matter independently. We will report the outcome of any independent investigation to you within 2 weeks of receiving it ourselves.
4. Finally, if you are unhappy with the outcome of the investigation, a complaint may be made to the Insolvency Complaints Gateway. Further information is provided below.

Insolvency Complaints Gateway

The Gateway provides a single entry point for complaints against insolvency practitioners acting in their capacity as office holders in insolvency cases. If the complaint falls within the scope of the Gateway, the complaint is referred to the relevant practitioners' regulatory body. To submit a complaint or for more information, please visit the following site:

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