

At Even Keel Solutions 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 Louise Lewis, Even Keel Solutions Limited, Drewitt House, 865 Ringwood Road, Bournemouth BH11 8LW. This will formally invoke our complaints procedure.

Most disputes can be resolved amicably either through the provision of further information 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 complain to the regulatory body that licences the insolvency practitioner concerned. You can complain to the Insolvency Service's Complaints Gateway. They will assess your complaint and pass it onto the relevant authorising body. This will be the authorising body that your IP is registered with.

You can fill in a complaint form on the Insolvency Service Complaints Gateway website at www.insolvencydirect.bis.gov.uk.

Alternatively, you can email them at: IP.Complaints@insolvency.gov.uk.

In order to comply with the Provision of Services Regulations 2009, the practice's professional indemnity insurance is provided by Omnyy LLP of The St Botolph Building, 138 Houndsditch, London EC3A 7AG. This professional indemnity insurance provides worldwide coverage [excluding professional business carried out from an office in the United States of America or Canada, and any action for a claim bought in any court in the United States of America or Canada].