



Complaints Policy

Name of Policy	Complaints Policy			
Department	All Departments			
Date of issue	June 2023			
Version	V4	V4.1		
Approved by Directors	Yes			
Review	August 24	January 2025		
Amendments	Footer (AM)	Updated Footer		
Signature	V Stothard	R. Haider		
Related Policies & Procedures	N/A			

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

If a client requires any additional help for any reason in order to make a complaint, we will do what we can to offer assistance with any language or literacy issues.

Application And Scope:

The purpose of this policy is to set out the 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. Also covered all the requirements to report information about complaints to the relevant regulatory bodies.

Objectives:

The Company aims to ensure that complaints are handled fairly, effectively, promptly, and resolved at the earliest possible opportunity. The Company's objective in this regard is to minimise and if at all possible, eliminate instances of escalation to the relevant regulatory bodies.

A "complaint" is any expression of dissatisfaction made by any third party that is an eligible complainant.

An "eligible" complainant is a customer or potential customer who is a private individual or is a business affected by the activities of the Company.

Any complaint will be dealt with in an efficient, fair and positive way as described below.



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, but ideally within 48 hours of **receipt**.

Stage 4:

The complaints team will investigate the complaint and endeavour to send our final response letter within 28 days of receipt, up to a maximum of 8 weeks of stage 1. 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 within 8 weeks, we will write to the complainant explaining why and advise when we expect to reach a final response.

If the complainant has not received a final response letter from us within 8 weeks of the complaint date, or they are dissatisfied with the decisions in our Final Response Letter, they can write to the relevant regulatory body via the Complaints Gateway at:

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

or by calling the Insolvency Service Enquiry Line on 0300 678 0015 (Monday to Friday 8am to 5pm).

Notwithstanding escalation to the relevant regulatory body The Company will continue to investigate the complaint until it is in a position to send a Final Response Letter.

The Company will give due and appropriate consideration to any complaints that are upheld for any acts or omissions for which it is responsible.

The matter will be deemed closed when:

- The investigation has been completed and a Final Response Letter has been sent to the complainant, or;
- Where the complainant has indicated, in writing, acceptance of any earlier response, where appropriate. Communicating the procedure to customers is made in contractual and pre contractual information by giving reference that they may complain and who to contact should they have a grievance.

The Company will provide a copy of the complaint procedure to any customer on request.

Investigating complaints will be carried out by a person who is of sufficient competence and who is responsible for the record keeping and reporting of complaints to the Insolvency Practitioner.



A Manager will make a full root cause analysis of any complaint and advise the Directors/Insolvency Practitioners accordingly. Any consideration arising from an upheld complaint must be authorised by the Managing Director.

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

This policy will be reviewed on annually.