



The IVA Advisor Complaints Policy and Process.

Here at The IVA Advisor, it is important to us that our customers receive a high level of service. However, we do understand that sometimes things can go wrong, we welcome your feedback and the opportunity to put things right, so we aim to resolve any redress as soon as possible.

If we got something wrong, then please do let us know about it and we can ensure we fully investigate your complaint and do everything we can to put things right for you. We will keep you up to date as matters progress and you can contact us any time should you have any questions.

However you choose to contact us, we will start our investigations right away, our contact details are:

By Email: Complaints@theivaadvisor.co.uk

By Phone: 0800 048 9555.

Address: Cheadle Place, Stockport Road, Cheadle, Cheshire, SK8 2JX

Your complaint will usually be handled by one of our highly experienced managers in the first instance and we will aim to resolve the complaint within 3 working days. However, if the manager is not able to resolve your complaint, we will escalate the complaint to our compliance team who will formally acknowledge your complaint upon receipt and will confirm the contact details of the person investigating it. We do aim to resolve all complaints within 8 weeks.

If we need more time:

If we are still investigating your complaint after 4 weeks, we will explain to you the reasons why and indicate when you can expect a full and final response.

Within 8 weeks:

When we have completed our investigation, we will send you a final response letter. The letter will detail the investigation and our findings. It will also confirm our conclusions and whether the complaint has been upheld, partially upheld or not upheld and explain any action being taken or that has been taken to correct the problem that led you to complain.

What we need from you:

Your full name,

Your Address and contact number,

Full details of your complaint,

Your account number,

Other details of what you would like us to put right

Any further evidence.

If you remain dissatisfied:

The Insolvency Practitioners Association (IPA) is the regulatory body for all of the Insolvency Practitioners at IVA Advisor. The IPA promote and maintain high standards throughout the insolvency industry and undertake regular monitoring visits to each member to ensure that all Insolvency Practitioners in line with the insolvency rules, relevant legislation, the code of ethics and best practice guidelines.

If you are dissatisfied with our final response we have not been able to resolve your complaint, or indeed at any time of the process you can escalate the complaint to the IPA using the insolvency Complaints Gateway by:

Phone: Insolvency Service Enquiry Line 0300 678 0015 (Monday to Friday 9am – 5pm).

Online Complaints Form:

<https://www.insolvencydirect.bis.gov.uk/ExternalOnlineForms/InsolvencyPractitionerComplaint.aspx>

Email: insolvency.enquiryline@insolvency.gov.uk

Posting the online complaints form to: IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.