



Complaints Procedure

Debtmatters strives to ensure complete satisfaction from the services we supply. However should you feel you have a valid complaint, in order to provide a professional and timely response to the complaint, Debtmatters, has implemented the following complaints procedure.

1. Debtmatters requires all complaints to be put in writing to Michael Shirley, the company's Operations Director.
2. Upon receipt of the written complaint an acknowledgement letter will be issued.
3. The complaint will then be thoroughly investigated and documented and a written response will be sent by post within 14 days of receipt of the complaint.
4. There will be a period of 14 days for you to respond to the findings.
5. Should no response be received after 14 days, the complaint file will be closed.
6. Alternatively, Debtmatters, will continue to correspond with you until we feel we can no longer assist you with your complaint. At this point a final letter notifying you of our decision will be issued.
7. Should you remain dissatisfied with the conduct of the case, you have the right to contact the relevant regulatory body of the insolvency practitioner who is in charge of your case. These details are included within our Terms of Business. Each regulatory body will have its own complaints procedure and they will explain how to make a complaint.

Alternatively you may have the right to approach the Financial Ombudsman Service. Details of which can be obtained from www.financial-ombudsman.co.uk