

At Even Keel Financial 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 Karen Stewart (for formal insolvency procedures) or Dorothy Brown (Advice), Even Keel Financial Limited, 2 Marlborough Terrace, Derry, BT48 9AT. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

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 ring the Insolvency Enquiry Line on 0300 678 0015 or email them at: IP.Complaints@insolvency.gsi.gov.uk.

In order to comply with the Provision of Services Regulations 2009, the practice's professional indemnity insurance is provided by CAN Insurance Company Ltd, 20 Fenchurch Street, London EC3M 3BY. 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].