



ForestKing Insolvency Limited
Unit 8 Carolina Way, Salford, England, M50 2ZY
Tel: 0161 710 3680
Email: info@fki.co.uk
www.fki.co.uk

COMPLAINTS POLICY

Our Commitment

Forest King Insolvency Ltd aim to provide the highest levels of customer service. However, there may be occasions when you feel that our service falls short of your expectations.

How to make a complaint

Written Complaints:

Compliance Department
Forest King Insolvency Limited
Unit 8 Carolina Way
Salford
M50 2ZY

Telephone Complaints: 0161 710 3680

Email Complaints: complaints@fki.co.uk

What happens next?

A written acknowledgement letter will be issued to you to confirm that your complaint has been received and recorded along with a copy of our complaints policy; this will be sent within 5 days of receipt of the complaint.

A manager within the Insolvency Team will fully investigate your complaint and provide a full complaint response to explain their findings; this will be sent within 8 weeks of receipt of the complaint.

**On rare occasions it may not be possible to provide a full response within the above timescales, in which case we will write to you to explain the reason for this including an expectation on when you will receive our final response letter.*

If you are not satisfied with our final response

If you remain dissatisfied with our final response, you may wish to refer the matter to our regulator.

The complaint must be channelled through a common Complaints Gateway hosted by the Insolvency Service in Leeds.

Complaints to the single Complaints Gateway may be made either by:

- calling the Insolvency Service Enquiry Line on 0300 678 0015 (Monday to Friday 9am to 5pm),
- or



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- completing and emailing the online complaints form on the Insolvency Service website
<https://www.gov.uk/complain-about-insolvency-practitioner>
- completing the online complaints form and posting it to: IP Complaints, Insolvency Service,
3rd Floor, 1 City Walk, Leeds, LS11 9DA.