

LINES HENRY LIMITED t/a LINES HENRY

COMPLAINTS PROCEDURE

Complaints can be made by contacting any of the Company's Directors at any of the company's trading addresses, telephone or facsimile numbers, or by email to the address provided above. Initially one of the Directors will consider the contents of your complaint.

We may need to contact you for further information or clarification of the issue you are concerned with. If we need to do this we will endeavour to do so within ten working days. A full investigation will be carried out. We aim to reach a decision on your complaint within ten working days of receiving all relevant information from you. If for any reason we anticipate a longer period is necessary we will inform you in writing.

Once this is completed and all information has been considered, we will write to you confirming whether or not we accept your complaint either partly or in full. In the event we consider your complaint justified we will inform you of the steps we will take to remedy your complaint. If your complaint relates to our role as insolvency practitioners, whether actual or prospective, and in the event of you not being satisfied with our response you should bring the matter to the attention of the Insolvency Service, an Executive Agency of the Department of Business, Energy and Industrial Strategy whose statutory activities include the regulation of the insolvency profession. You can make a complaint to the Insolvency Service by either:-

- Calling the Insolvency Service Enquiry Line on 0300 6780015
- Visiting the Insolvency Service website at www.gov.uk/guidance/make-a-complaint-to-theinsolvency-service. Further information about the complaints service is provided on the Insolvency Service website at www.gov.uk/government/organisations/insolvency-service.

Alternatively, if your complaint relates to advice given or services rendered by us under the Consumer Credit Act 1974, and in the event of you not being satisfied with our response, you should bring the matter to the attention of the Financial Services Ombudsman. How to make a complaint to him is explained at www.financial-ombudsman.org.uk/consumer/complaints.htm