

# Harrisons

Business recovery and insolvency specialists

## Our Complaints Procedure

We regard a complaint as any expression of dissatisfaction from an eligible complainant. All complaints are treated and recorded in the same way.

We acknowledge all complaints within 5 business days of notification, unless resolved within the first 72 hours.

Where a matter is subject to further investigation, we will provide an update explaining the current situation.

We will review the details of the complaint and will examine the file, along with any other relevant information.

Once the investigation is completed we will write to you with our appraisal of the matter together with an outline of our intended course of action. This document is referred to as our 'Final Response.'

By the end of eight weeks, we will either provide you with our final response with our decision regarding your complaint, or explain to you why we are still unable to give you our final response, giving the reasons for the further delay and indicating when we expect to be able to provide a final response.

Be assured that we treat all complaints very seriously, and we will conduct a full review and conclude all matters to the mutual satisfaction of the parties as quickly as possible – maintaining appropriate records at all times.

Any client query (as opposed to an expression of dissatisfaction) which does not meet the criteria for a 'complaint', but which has the potential to lead to a complaint – and can be readily resolved within a 3 working day timeframe – is recorded in full. These are reviewed at regular intervals in order that we can identify trends and issues with a view to preventing future complaints.