

## **COMPLAINTS PROCEDURE AND PROFESSIONAL INDEMNITY INSURANCE INFORMATION**

### **Complaints Procedure**

At F A Simms & Partners 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 this office. 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. At this firm all Insolvency Practitioners are licensed by the Insolvency Practitioners Association. Any such complaints should be made at [www.gov.uk/complain-about-insolvency-practitioner](http://www.gov.uk/complain-about-insolvency-practitioner)

### **Professional Indemnity Insurance**

In order to comply with the Provision of Services Regulations 2009, the practice's professional indemnity insurance is provided by Nexus Underwriting Limited As Coverholder for PartnerRe Ireland Insurance Limited of 150 Leadenhall Street, London, EC3V 4QT. 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 brought in any court in the United States of America or Canada.