



COMPLAINTS PROCEDURE

If you have a complaint, please contact us with the details.

Our contact details are as follows:

Email: restructuring@groupams.co.uk

Phone: 0161 413 0999

Address: 1 Hardman St, Spinning fields, Manchester, M3 3HF

- We will send you a letter acknowledging receipt of your complaint within 7 days.
- An Insolvency Practitioner will be notified of your complaint, and review the relevant file to try and address the subject matter of your complaint.
- Following this review, the Insolvency Practitioner will respond to your complaint within 14 days of receipt.
- If this letter does not provide an adequate response to your complaint, you will be invited to attend a meeting at our office, or via video call, to discuss, and hopefully resolve, your complaint.
- If you do not wish to attend a meeting or it is not possible for you to do so, we will carry out any further investigations you require and aim to respond within 14 days of your written request for this additional information.
- If after our investigations you are still unhappy with our explanations, or our suggestions for resolving your complaint, you may refer the handling of the complaint to the Insolvency Service via their Gateway scheme.

The Insolvency Service contact details are as follows:

Email: ip.complaints@insolvency.gsi.gov.uk

Telephone: 0845 6029848

Post: The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.

Gareth Howarth (IP number 18816) is licensed by the Insolvency Practitioners Association and AMS Business Recovery have Professional Indemnity Insurance in place with QBE Insurance.