

Complaints Policy

At Parker Walsh 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. As such, should you have any comments or complaints regarding the administration of a particular case we want you to tell us about it and we will try to resolve your complaint. This will also help us to improve our service.

In the first instance, you should contact Molly Monks on any of the following details: -

Email: molly@parkerwalsh.co.uk

Address: Suite C
Victoria House
Bramhall
Cheshire
SK7 2BE

Telephone Number: 0161 546 8143

Molly Monks will lodge your complaint and open a file, this will be done immediately. She will then investigate your complaint and report to you as soon as possible, usually within five business days.

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 Molly Monks' governing body; the Insolvency Practitioners Association via the Insolvency Service and note Molly Monks' IP Number is 19830.

Further information can be found at [Make a Complaint | Insolvency Practitioners Association](#) and there is also a leaflet available here: [IPA complaints guidance leaflet](#). If you require a hard copy of this information please email info@parkerwalsh.co.uk with your request and address and one will be posted to you free of charge.

If you find you are still unable to resolve the problem, or if it is not appropriate for you to contact Parker Walsh or Molly Monks, your next step is to file a complaint via the [Insolvency Service Gateway](#).

The Insolvency Service can be contacted by using this link [Complain about an insolvency practitioner - GOV.UK](#) or by the following means: -

Email: insolvency.enquiryline@insolvency.gsi.gov.uk

Address: The Insolvency Service
IP Complaints

3rd Floor
1 City Walk
Leeds
LS11 9DA

Online Form: www.gov.uk/complain-about-insolvency-practitioner

Telephone Number: 0300 678 0015

Calls are charged at up to 10p per minute from a land line, or for mobiles, between 3p and 55p per minute if you're calling from the UK