

# **CLOSEDAY LTD COMPLAINTS PROCEDURE**

*Effective from: February 1, 2026*

If you are dissatisfied with any aspect of our service in relation to an insolvency case we are handling, please contact us at [insolvency-complaints@closeday.com](mailto:insolvency-complaints@closeday.com).

Your complaint should include:

- Your full name and contact details (phone number and/or address preferred)
- Case reference
- A description of your complaint
- The outcome you are seeking

We will acknowledge your complaint within three business days and aim to provide a full response within one month. If we need more time, we will let you know.

Please note that complaints must relate to an active case. We reserve the right not to respond to complaints that do not pertain to cases we are processing. For general queries about a case, please contact [support@closeday.com](mailto:support@closeday.com).

If the matter is not resolved to your satisfaction, you have the right to escalate your complaint to our Recognised Professional Body, the Institute of Chartered Accountants in England and Wales (ICAEW) via the Complaints Gateway, which is the single point of contact for complaints against insolvency practitioners. Details of how to make a complaint are available via the ICAEW Complaints Gateway.