



The Insolvency
Service

Insolvency Practitioner Complaints Gateway

941

complaints received in
the first year of gateway

↑ 2000

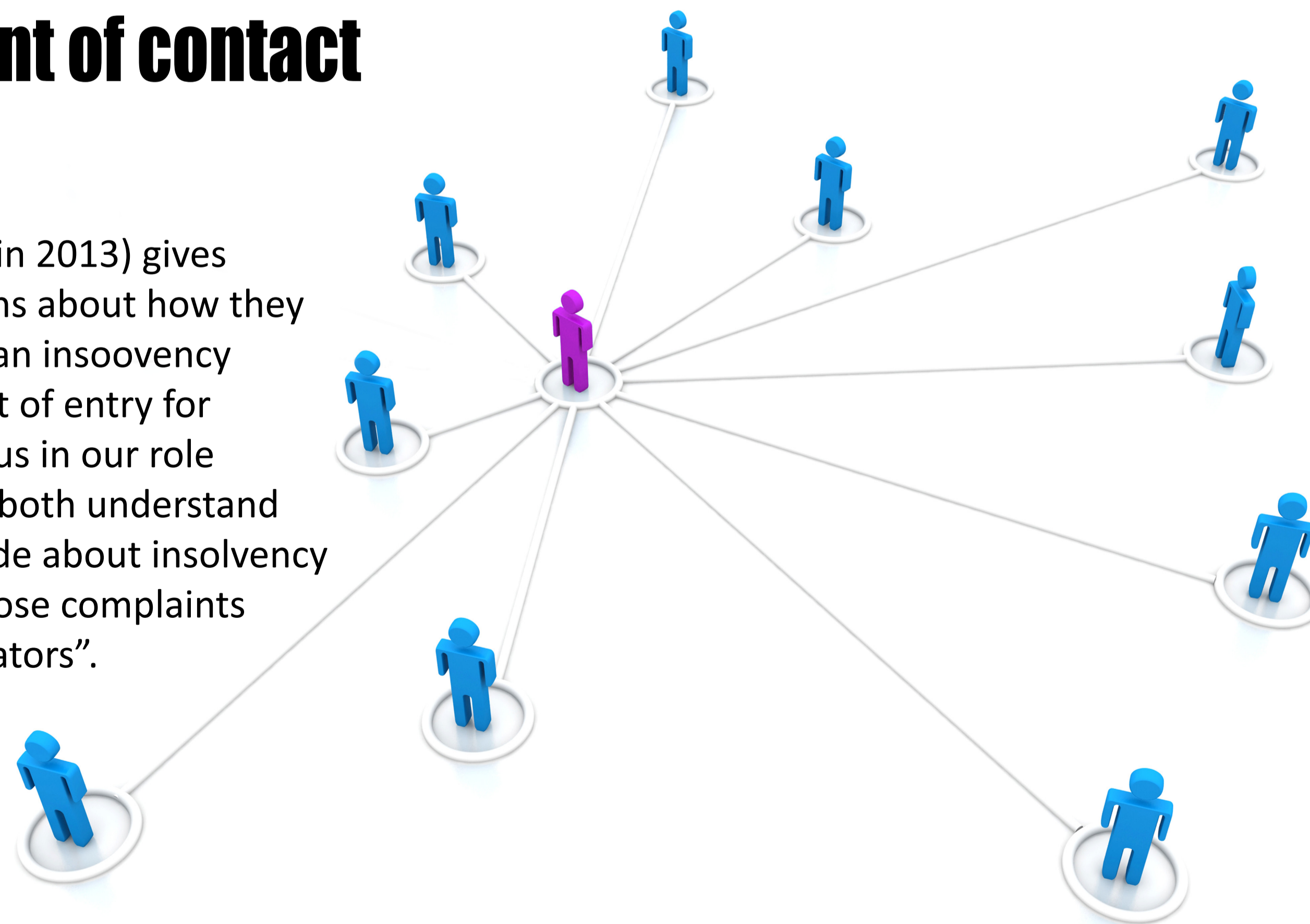
increase in complaints
from 2012/13

699

complaints referred to
authorising body

Single point of contact

“The gateway (launched in 2013) gives people who have concerns about how they have been dealt with by an insolvency practitioner a single point of entry for complaints. It also helps us in our role as oversight regulator to both understand nature of complaints made about insolvency practitioners and how those complaints are handled by the regulators”.



Referrals by insolvency procedure

