

The Old Bakery
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Complaints Procedure

At MVL Online Ltd 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. Should a dispute arise, in the first instance details of the matter should be put in writing to Mr David Thorniley, the managing director. We will carefully consider any complaint we receive and take all reasonable steps to resolve the matter appropriately.

Whilst we undertake to look into any complaint carefully and promptly and to do all we can to deal with the matter, if you remain unsatisfied, you may complain to the Recognised Professional Body (RPB) that licences the insolvency practitioner concerned. You are able to complain to that RPB through the Insolvency Complaints Gateway which is operated by the Insolvency Service, an Executive Agency of the Department for Business, Energy & Industrial Strategy. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA. Submissions can also be made using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner. Alternatively you may phone 0300 678 0015. Calls are charged at up to 9p per minute from a land line, or for mobiles, between 8p and 40p per minute if you are calling from the UK.