

FTI Consulting LLP

Complaints Handling Policy

We are committed to providing you with the highest quality service and want you to be satisfied with the service you receive from FTI Consulting. If you wish to make a complaint about the services provided to you by FTI Consulting, this policy sets out how we will deal with your complaint.

If you have concerns or wish to make a complaint about the services provided to you by FTI Consulting, we would encourage you to raise the matter as soon as possible with your primary FTI contact or the relevant senior managing director responsible for the engagement concerned (“Primary Engagement Contact”). The Primary Engagement Contact will acknowledge your complaint in writing and give you a time scale for responding to your complaint. They will either deal with the matter themselves or ask another FTI member of staff to do so, if that is more appropriate. You will be informed as to who will be handling your complaint. It would be helpful to us if you could provide details of your concerns in writing (if you have not already done so).

In the event that you feel unable to speak with your Primary Engagement Contact, or are not satisfied with their response, you should write to our EMEA Chairman, Kevin Hewitt.

We have set out below some guidance about what will happen when you make a complaint:

1. We will acknowledge receipt of your complaint, set out our understanding of the complaint, and request your confirmation or seek any necessary clarification. Your complaint will be logged in our central complaints log.
2. Once confirmation or clarification is received from you, we will consider who is best placed to deal with the matter and confirm this to you in writing. The Primary Engagement Contact will however retain overall responsibility for the handling of your complaint (unless we notify you otherwise).
3. We will then commence an investigation into your complaint in a timely manner. We will consider the matter as a whole and ascertain whether we have enough information. Where further investigation is required we shall (to the extent permitted by law or regulation) inform you and indicate a timescale for such investigations.
4. You will then be invited to meet with us to discuss and hopefully resolve your complaint. If a meeting is impractical, we will write to you with a detailed response to your complaint and with any suggestions we have for resolving it to our mutual satisfaction. If a meeting takes place, we will still write to you to confirm the discussions at the meeting and any agreed solution that was reached.
5. If we still cannot resolve matters between us then the EMEA Chairman will write to you to set out your options thereafter.

We wish to respond as flexibly as we can in order to resolve complaints to our mutual satisfaction. We may therefore adapt from the procedure above as appropriate. We will however endeavour to keep you informed at all times throughout the process (to the extent permitted by applicable law or regulation). We reserve the right to dismiss a complaint at any time, if we reasonably determine that it is frivolous, spurious or vexatious in nature.



If the complaint relates to your Primary Engagement Contact, or if your Primary Engagement Contact has left the firm or is away from the office, please contact the EMEA Chairman.

FTI Consulting does not charge for work done in responding to a complaint under this procedure.

In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurer is A.F. Beazley 2623/623 of Plantation Place South, 60 Great Tower Street, London EC3R 5AD. The territorial coverage is worldwide.

If your complaint is in relation to an insolvency case (for example an Administration, Liquidation or Voluntary Arrangement) and you are unable to resolve your complaint following the process set out above, you may submit a complaint via the complaints gateway (<https://www.gov.uk/complain-about-insolvency-practitioner>) to the regulatory body. Each of the Insolvency Practitioners at FTI Consulting are licensed to act as an insolvency practitioner in the UK by The Institute of Chartered Accountants in England and Wales.

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