



Complaints Procedure

If you have a complaint about a **nara** member, your initial contact should be with the organisation or firm to which the member belongs to seek redress under its internal complaints procedure.

If you are still not satisfied, then you should contact the regulatory body for the individual concerned, usually one of the following professional bodies:-

- **The Royal Institution of Chartered Surveyors**
The following link will take you to the relevant page of the RICS web-site.
<http://www.rics.org/newregulation/publiccomp.html>

- **The Insolvency Practitioners Association (IPA)**
<http://www.insolvency-practitioners.org.uk/>

A letter of complaint should be sent to the following address:-

The Insolvency Practitioners Association
Valiant House
4-10 Heneage Lane
London
EC3A 5DQ
IPA Telephone numbers:-
Tel: 020 7623 5108
Fax: 020 7623 5127

In the case of any complaint against a Fellow of **nara** (FNARA) (ie: a Registered Property Receiver - these will be listed in the [“Find a Practitioner” section](#) of the **nara** website), you should also send a copy of your complaint to:-

- The Joint Registration Committee
c/o The Insolvency Practitioners Association (IPA)
Valiant House
4-10 Heneage Lane
London
EC3A 5DQ
Tel: 020 7623 5108
Fax: 020 7623 5127

For more information view:- <http://www.insolvency-practitioners.org.uk/page.aspx?pageID=124>

Please note that nara itself is a members' organisation which does not have disciplinary powers over its members.