



Introduction of the revised Insolvency Guidance Paper: Dealing with complaints

Introduction

Under the Joint Insolvency Committee's (JIC's) strategic work plan, Insolvency Guidance Papers (IGPs) are subject to periodic review to ensure they remain relevant to changing legislation and market conditions. A revised IGP approved by JIC and each of the recognised professional bodies (RPBs) relating to dealing with complaints is now being issued by the RPBs.

Summary of Changes

The Control of Cases IGP has remained in place since 2009 during which time the insolvency market and profession have significantly changed. The principal revision to the IGP is the introduction of an ordered commentary with general considerations being followed by suggested practical steps to be taken by insolvency practitioners when dealing with complaints.

Implementation

The IGP comes into effect on **1 October 2025** when the existing version will be withdrawn.

- > [Access the updated "Insolvency Guidance Paper: Dealing with complaints" to take effect 1 October 2025](#)