

Provision Of Services Regulations Summary Sheet for Insolvency Practitioners Direct Limited

The following information is designed to draw the attention of interested parties to the information required to be disclosed by the Provision of Services Regulations 2009. More details in respect of each section can be found at <https://www.ipd-uk.com/legal-regulatory-information/>.

Licensing Body

Martin Williamson (IP no. 9222) is licensed to act as an Insolvency Practitioner in the United Kingdom by the Institute of Chartered Accountants in England and Wales (ICAEW) and is registered with the Insolvency Service under the IP number quoted.

Martin Williamson is also an Affiliate Member of the ICAEW for the purpose of holding an Insolvency Licence. He is also a Member of R3 which is a trade rather than a professional body.

Rules Governing Actions

All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. In respect of Martin Williamson these can be found at <https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/>. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/technical-library/england-wales/sips/>.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at <https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/>.

Complaints

At «GENERAL_COMP» 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. As such, should you have any comments or complaints regarding the administration of a particular case then in the first instance you should contact the IP acting as office holder.

If you consider that the IP has not dealt with your comments or complaint appropriately you should then put details of your concerns in writing initially to the IP concerned at our office at Marcus House, Park Hall Business Village, Park Hall Road, Stoke-on-Trent, ST3 5XA. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to **The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA**, or you may email ip.complaints@insolvency.gsi.gov.uk or make an online complaint at <https://www.gov.uk/complain-about-insolvency-practitioner>.

Professional Indemnity Insurance

Insolvency Practitioners Direct Limited's Professional Indemnity Insurance is provided through various ICAEW approved insurers. A copy of our current Professional Indemnity Insurance Certificate is available on request. This professional indemnity insurance provides worldwide coverage excluding USA/Canada.

VAT

Insolvency Practitioners Direct Limited is registered for VAT under registration no. 783 7485 76.

Bribery Act 2010

Insolvency Practitioners Direct Limited is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on Insolvency Practitioners Direct Limited's behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.

Insolvency Practitioners Direct Limited take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.

Insolvency Practitioners Direct Limited requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.

Insolvency Practitioners Direct Limited prohibits anyone acting on its behalf from:

- bribing another person. A bribe includes the offering, promising or giving of any financial or other type of advantage;
- accepting a bribe. This includes requesting, agreeing to receive or accepting any financial, or another kind of advantage;
- bribing a foreign public official; and
- condoning the offering or acceptance of bribes.

Insolvency Practitioners Direct Limited will:

- avoid doing business with others who do not accept our values and who may harm our reputation;
- maintain processes, procedures and records that limit the risk of direct or indirect bribery;
- promote awareness of this policy amongst its staff, those acting on its behalf and entities with which it has any commercial dealings;
- investigate all instances of alleged bribery, and will assist the police, and other authorities when appropriate, in any resultant prosecutions. In addition, disciplinary action will be considered against individual members of staff;
- review this policy regularly and update it when necessary.

[ENDS]