AUTHORISING BODY, COMPLAINTS PROCEDURE AND

PROFESSIONAL INDEMNITY INSURANCE

INFORMATION

Authorising Body

Steven Peter Ford is Licensed to act as an Insolvency Practitioner in the United Kingdom by the Insolvency Practitioners Association. Their website can be accessed at https://insolvency-practitioners.org.uk/ and telephone number is 020 8152 4980.

Complaints Procedure

At S P Ford & Co 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. If you should have cause to complain about the way that we are acting, you should, in the first instance, put details of your complaint in writing to this office. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint in a smooth and efficient fashion.

Most disputes can be resolved amicably either through the provision of further information or following negotiations.

In the event of your not being satisfied with our response you should bring the matter to the attention of the Insolvency Service, an Executive Agency of the Department of Business, Energy and Industrial Strategy whose statutory activities include the regulation of the insolvency profession.

You can make a complaint to the Insolvency Service by visiting the Insolvency Service website at https://www.gov.uk/complain-about-insolvency-practitioner and completing the online complaint form and submitting it electronically.

If you require assistance with lodging your complaint you can call the Insolvency Service Enquiry Line on 0300 678 0015 (Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 1.00pm) or send us an e mail to insolvency.enquiryline@insolvency.gov.uk

Further information about the complaints service is provided on the Insolvency Service website.

Professional Indemnity Insurance

In order to comply with the Provision of Services Regulations 2009, the practice's professional indemnity insurance is provided by Our professional indemnity insurer is Omnyy LLP, Policy Number 0011TJPII263. The territorial limit is worldwide, excluding the USA and Canada.