

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR ASSIST BUSINESS CONSULTING LTD

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.

Company Details

Limited Company registered in England & Wales, Company Registration Number: 11199472

The company is a Data Controller for the purposes of the Data Protection Act 1998
DPO Certificate Number: ZA450317

Licensing Body

Sonia Baigent is licensed to act as Insolvency Practitioners in the United Kingdom by the Association of Chartered Certified Accountants.

Rules Governing Actions

All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licences Sonia Baigent can be found on the website of the ACCA. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice>.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found on the website of the ACCA.

Complaints

At Assist Business Consulting Ltd 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 to Sonia Baigent. This will then formally invoke our complaints procedure and we will endeavour to deal as quickly as possible.

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, and you can make a submission using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner; or you can email insolvency.enquiryline@insolvency.gsi.gov.uk; or you may phone 0300 678 0015. Information on the call charges that apply is available at <https://www.gov.uk/call-charges>.

Our full complaints procedure can be viewed on our website.

Professional Indemnity Insurance

Sonia Baigent's Professional Indemnity Insurance is provided by Abbey Legal Protection. This professional indemnity insurance provides worldwide coverage, excluding business carried out from an office in United States of America or Canada and any action for any claim brought in any court in the United States of America or Canada.

