

## **PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR F A SIMMS & PARTNERS 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.

### **Licensing Body**

Richard Frank Simms, Martin Richard Buttriss and Carolynn Jean Best are licensed to act as Insolvency Practitioners in the United Kingdom by the Insolvency Practitioners Association.

Richard Frank Simms is qualified as an accountant with The Institute of Chartered Accountants in England and Wales, a member of the same and is qualified as an Insolvency Practitioner and is a member the Insolvency Practitioners Association.

Martin Richard Buttriss and is qualified as an Insolvency Practitioner and is a member the Insolvency Practitioners Association.

Carolynn Jean Best is qualified as an accountant with The Association of Chartered Certified Accountants and a member of the same and is qualified as an Insolvency Practitioner and is a member the Insolvency Practitioners Association

### **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 Richard Frank Simms, IP No 9252, Martin Richard Buttriss IP No 9291 and Carolynn Jean Best, IP No 9683 can be found at <http://www.insolvency-practitioners.org.uk/>. 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 at <http://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>.

### **Complaints**

At F A Simms & Partners Limited 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 this officer F A Simms & Partners Limited, Alma Park, Woodway Lane, Claybrooke Parva, Lutterworth, Leicestershire, LE17 5FB. 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, and you can make a submission using an on-line form available at [www.gov.uk/complain-about-insolvency-practitioner](http://www.gov.uk/complain-about-insolvency-practitioner); or you can email [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk); or you may phone 0300 678 0015 - Please note call charges will apply.

F A Simms & Partners Limited holds a Consumer Credit Licence, licence no. 681273 and is authorised under that licence to Credit broking and Debt Counselling. Further details are held on the Consumer Credit Register, which can be at <http://www.fca.org.uk/firms/systems-reporting/consumer-credit-register> Complaints relating to matters under our Consumer Credit Licence can be referred to The Financial Ombudsman Service, Exchange Tower, London E14 9SR and you may be able to access their Alternative Dispute Resolution (ADR) system. More information can be found at <http://financial-ombudsman.org.uk/consumer/complaints.htm>.

### **Professional Indemnity Insurance**

F A Simms & Partners Limited's Professional Indemnity Insurance is provided by Nexus Underwriting Limited of 150 Leadenhall Street, London, EC3V 4QT. This professional indemnity insurance provides worldwide coverage excluding professional business carried out from an office in the United States of America or Canada, and any action for a claim brought in any court in the United States of America or Canada.

### **VAT**

F A Simms & Partners Limited is registered for VAT under registration no. 913 0429 57.