

## PROVISION OF SERVICES REGULATIONS 2009

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All links within this document are provided to websites that make referrals in the English language.

### ABOUT THE SERVICE PROVIDER

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<b>Name</b>	Mitchell Charlesworth LLP
<b>Principal registered office</b>	5 Temple Square, Temple Street, Liverpool, Merseyside, L2 5RH
<b>Registered number</b>	OC391811
<b>The address at which the service is being provided</b>	Mitchell Charlesworth LLP, Centurion House, 129 Deansgate, Manchester, M3 3WR
<b>Telephone number</b>	0161 817 6100
<b>Fax number</b>	0161 817 6101
<b>Website</b>	<a href="http://www.mitchellcharlesworth.co.uk">www.mitchellcharlesworth.co.uk</a>
<b>VAT number</b>	183 4860 84
<b>Legal status</b>	Limited liability partnership
<b>General email address</b>	<a href="mailto:cri@mitchellcharlesworth.co.uk">cri@mitchellcharlesworth.co.uk</a>

### REGULATORY BODIES

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#### General

Mitchell Charlesworth LLP is registered to carry on audit work in the UK and Ireland by the Institute of Chartered Accountants in England and Wales (“ICAEW”)

Mitchell Charlesworth LLP is a member firm of the Insolvency Practitioners Association.  
<http://www.insolvency-practitioners.org.uk/ipsearch>

As a member firm of the ICAEW, Mitchell Charlesworth LLP is subject to the ICAEW’s Code of Ethics

#### Audit

Details about the audit registration can be viewed at [www.auditregister.org.uk](http://www.auditregister.org.uk) under reference number C003808634. The Audit Regulations and Guidance can be found at [www.icaew.com/auditnews](http://www.icaew.com/auditnews)

## Insolvency

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Partners and staff taking insolvency appointments are licensed in the United Kingdom by the Insolvency Practitioners Association and the Institute of Chartered Accountants of England & Wales to act as insolvency practitioners.

Work undertaken under insolvency appointments is subject to insolvency law and regulation, court practices notes and the Statements of Insolvency Practice.

<http://www.insolvency-practitioners.org.uk/insolvency-practitioner/authorisation-criteria>

In addition, insolvency practitioners are subject to <http://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>

All insolvency practitioners are also expected to comply with the Joint Insolvency Code of Ethics.

## Data Protection

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Mitchell Charlesworth LLP is registered with the Information Commissioner as a data controller that can be searched for here: <http://ico.org.uk/esdwebpages/search> under registration number ZA050051.

The individual appointment taking insolvency practitioners are also registered data controllers as follows:

-  Jeremy Paul David Oddie Z1111406
-  Julie Webster ZA181650

## COMPLAINTS

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### General

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Please contact the engagement partner disclosed in the Letter of Engagement.

If you would prefer to deal with someone else, please put your complaint in writing to:

The Managing Partner, Mitchell Charlesworth LLP, 5 Temple Square, Temple Street, Liverpool, Merseyside, L2 5RH

Mitchell Charlesworth LLP will carefully consider any complaint received and, if we believe that we have given a less than satisfactory service, we will take all reasonable steps to put it right.

The complaints procedure is as follows:

-  Contact the engagement partner in the first instance
-  The complaint will be reviewed and investigated internally
-  The outcome of the investigation will be reported back to you
-  If you are not satisfied with the response, you can raise the matter in writing with: The Managing Partner, Mitchell Charlesworth LLP, 5 Temple Square, Temple Street, Liverpool, Merseyside, L2 5RH who will investigate the matter further and respond to you.

If you remain unsatisfied then you must select the most appropriate route depending upon the type of service provided

### Non-insolvency appointments

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If a formal appointment is NOT made you have the right to refer the matter to our principal regulatory body, the Institute of Chartered Accountants in England and Wales, or any other relevant professional body, for example the Insolvency Practitioner's Association.

## Insolvency appointments

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If a formal appointment is made as Office Holder pursuant to Insolvency Act 1986, as amended, or Law of Property Act 1925, then your complaint can be made to The Insolvency Service Gateway in one of the following manners:

-  Calling the Insolvency Service Enquiry Line on 0845 602 9848 (Monday to Friday 8am to 5pm),
-  Emailing the completed complaints form to: [ip.complaints@insolvency.gsi.gov.uk](mailto:ip.complaints@insolvency.gsi.gov.uk)
-  Posting the completed complaints form to: IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA.

For more details, please visit: <http://www.bis.gov.uk/insolvency/contact-us/IP-Complaints-Gateway>

## Professional Liability Insurance

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Professional indemnity insurance is provided by International General Insurance Company (UK) Limited, Forum House, 15-18 Lime Street London EC3M 7AN.

The territorial coverage is worldwide excluding professional business carried out from an office in the United States of America or Canada and excludes any action for a claim brought in any Court in the United States of America or Canada.

## Governing Jurisdiction

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Law of England & Wales applies.