

Provision of Service Regulations 2009

Connect Insolvency Limited of Second Floor, One Hood Street, Newcastle upon Tyne, NE1 6JQ. Registered in England & Wales, No. 10622694. Contact by telephone on 0191 245 4817, or by email at info@connectinsolvency.com.

Licencing Body

Simon Blakey is authorised to act as an insolvency practitioner by the Insolvency Practitioners Association (IP No. 12990). He also holds a practicing certificate issued by the Association of Chartered Certified Accountants (Membership No: 0163807).

All insolvency work is conducted in accordance with the Insolvency Code of Ethics, which can be found at <https://insolvency-practitioners.org.uk/wp-content/uploads/2020/08/IPA-Code-of-Ethics.pdf>

Professional Indemnity Insurance

Period of Insurance 20 March 2021 to 19 March 2022 (both days inclusive).

Provided by Omnyy LLP writing on behalf of ARAG plc for and on behalf of Brit Syndicate 2987 at Lloyd's 100% (Policy No: R2104281). Notice address: Reynolds Colman Bradley LLP, 4th Floor, 4 Colston Avenue, Bristol, BS1 4ST, tel: +44 (0) 117 332 0769, email: omnyyclaims@rcbllp.com.

Complaint Procedure

Should you have any complaint regarding the administration of a particular case then in the first instance you should contact the Insolvency Practitioner who acts as office holder. Most complaints will be resolved at this stage. However if you remain unsatisfied you should provide full written details of your complaint, together with supporting documentation, to Mr Tim Clarke (address as above) who will independently review and respond to the matter.

Whilst every endeavour will be made to try to resolve any issues that may arise, if any matter is not dealt with to your satisfaction then your complaint should be made to the Insolvency Complaints Gateway by visiting their website <https://www.gov.uk/complain-about-insolvency-practitioner> and completing and submitting their online form. Alternatively you can print the form from their website and send it by post to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA or contact them by telephone on 0300 678 0015 (Monday to Friday 9am – 5pm).

VAT

VAT registration number: 262 4778 81.