

## **PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR WHITEOAK MORRIS 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.

### **Licensing Body**

Christopher Whiteoak is licensed to act as an Insolvency Practitioner in the United Kingdom by the Institute of Chartered Accountants in England and Wales (ICAEW). IP No. 18112.

### **Rules Governing Actions**

All IP's are bound by the rules of their professional body including any that relate specifically to insolvency. The rules of the professional body that licenses Christopher Whiteoak can be found at <https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/insolvency-licensing-regulations-and-guidance-notes>. In addition, IP's are bound by the Statements of Insolvency Practice (SIP's) details of which are at <https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/statements-of-insolvency-practice/statements-of-insolvency-practice-sips-england>.

### **Ethics**

All IP's are required to comply with the Insolvency Code of Ethics. A copy of the Code can be found at <https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>.

### **Complaints**

Whiteoak Morris Limited always strives to provide a professional and efficient service. However, it is recognised that in the nature of insolvency proceedings disputes can 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 Christopher Whiteoak has not dealt with your comments or complaint appropriately then you should put details of your concerns in writing to Christopher Whiteoak in his role as the complaints officer. This will formally invoke the firm's complaints procedure and Whiteoak Morris Limited will endeavour to deal with your complaint, under the supervision of an unconnected professionally qualified party.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted the firm's 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. 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 phone 0300 678 0015 - calls are charged at up to 12p per minute from a land line, or for mobiles, between 3p and 45p per minute if you're calling from the UK; or you can email [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk).

## **Professional Indemnity Insurance**

Whiteoak Morris Limited's Professional Indemnity Insurance is provided by Aqueous Underwriting. Notification of a claim or circumstance should be made to Aqueous Claims Team, Kennedys Law LLP, Broomhay House, Blackbrook Business Park, Taunton TA1 2PX, Policy AQS00534421.

The professional indemnity insurance provides coverage for activities undertaken worldwide.

## **VAT**

Whiteoak Morris Limited is registered for VAT, Registration No: 234 4539 11