

## **PROVISION OF SERVICES REGULATIONS StepChange Voluntary Arrangements**

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**

Clare Lindley MIPA is licensed to act as an Insolvency Practitioner (IP) in the United Kingdom by 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 Clare Lindley 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**

StepChange Voluntary Arrangements strives to provide the best possible service for our clients. You can help us by telling us when we have done something well, but also if our standards slip below what you would expect.

Please send correspondence to the Head of VA, StepChangeVA, Arena Point, Merrion Way, Leeds LS2 8PA. If we are unable to settle your complaint, you may complain to the regulatory body that licences our insolvency practitioners.

### **Insolvency Practitioner's regulated work**

Any complaints about the Insolvency Practitioner's regulated work should be completed online at [www.gov.uk/complain-about-insolvency-practitioner](http://www.gov.uk/complain-about-insolvency-practitioner)

If you need any help with the form you can call the Insolvency Service Enquiry Line on 0300 6780015 (Monday to Friday 8am to 5pm) or you can email [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk)

For more details, please visit:

<http://www.gov.uk/complain-about-insolvency-practitioner>

### **Professional Indemnity Insurance**

StepChange Voluntary Arrangement's Professional Indemnity Insurance is provided by AIG Europe Ltd. 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 bought in any court in the United States of America or Canada].

### **VAT**

StepChange Voluntary Arrangements is registered for VAT under registration no 100160201

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