

The background is a dark blue color. On the right side, there are two large, solid green triangles pointing towards the center. The top triangle points downwards, and the bottom triangle points upwards. They meet at a sharp point in the center of the page.

# Provision of Services Regulations Summary

September 2022

**Cork Gully**

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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

Stephen Robert Cork and Anthony Malcolm Cork are licensed to act as Insolvency Practitioners (IPs) in the United Kingdom by the Institute of Chartered Accountants in England and Wales (“ICAEW”).

## 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 ICAEW can be found at <https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/>. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/technical-library/england-wales/sips/>.

## Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at <https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/>.

## Complaints

At Cork Gully 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 our complaints officer, Andri Mather, at Cork Gully LLP, 6 Snow Hill, London, EC1A 2AY. 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.gov.uk](mailto:insolvency.enquiryline@insolvency.gov.uk); or you may phone 0300 678 0015. Information on the call charges that apply are available at <https://www.gov.uk/callcharges>.

## Professional Indemnity Insurance

Cork Gully’s Professional Indemnity Insurance is provided by American International Group UK Limited of c/o Willis Limited, 6th Floor, 8 First Street, Manchester M15 4RP. This professional indemnity insurance provides worldwide coverage excluding the United States of America (“USA”) and Canada, the territories and protectorates of the USA and Canada, any other jurisdiction to which the laws of the USA or Canada applies and the enforcement anywhere in the world of any judgment, order or award obtained under the laws of the USA or Canada or in any court or arbitration in the USA or Canada.

## VAT

Cork Gully LLP is registered for VAT under registration no. 100 149 181.

## Bribery Act 2010

Cork Gully is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on Cork Gully’s behalf is responsible for maintaining our reputation and for conducting firm business honestly and professionally.

Cork Gully take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.

Cork Gully requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity. Cork Gully will:

- avoid doing business with others who do not accept our values and who may harm our reputation;
- maintain processes, procedures and records that limit the risk of direct or indirect bribery;
- promote awareness of this policy amongst its staff, those acting on its behalf and entities with which it has any commercial dealings;
- investigate all instances of alleged bribery, and will assist the police, and other authorities when appropriate, in any resultant prosecutions. In addition, disciplinary action will be considered against individual members of staff;
- review this policy regularly and update it when necessary.

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