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EU Directive - Provision of Services Regulations - No 2009 / 2999

Name of firm(s) - ThorntonRones Ltd

Legal form - ThorntonRones Ltd – Limited Company

Directors – Richard J Rones, Clare Thornton

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**Relevant competent authority**

Richard J Rones is licensed to act as an insolvency practitioner in the UK by The Institute of Chartered Accountants in England and Wales.

VAT number - GB 740 4712 55

**General terms and conditions**

Available upon request depending upon the nature of the engagement.

**Main features of service**

Insolvency practitioners

**Rules governing actions**

All Insolvency Practitioners are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licences RJ Rones can be found at http://www.icaew.com/en/members/regulations-standards-and-guidance/insolvency/insolvency-regulations-and-guidance; In addition, Insolvency Practitioners 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 Insolvency Practitioners are required to comply with the Insolvency Code of Ethics. A copy can be found on the Institute of Chartered Accountants in England and Wales website at http://www.icaew.com/en/technical/insolvency/insolvency-regulations-and-standards;

**Professional liability insurance**

In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurer is Omnyy LLP, The St Botolph Building, 138 Houndsditch, London, EC3A 7A

**Dispute resolution procedure**

At ThorntonRones Ltd we always strive to provide a professional and efficient service. We recognise, however, that it is in the nature of insolvency proceedings for disputes to arise from time to time. As such, If for any reason you are dissatisfied with the services you are receiving, please contact Richard Rones.   We will carefully consider any complaint we receive and, if we believe that we have given a less than satisfactory service, we will take all reasonable steps to put it right.

Whilst we undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you, if you remain unsatisfied, you should then put details of your concerns in writing to our complaints officer, Richard Rones. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of our partner responsible for complaints.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. In the event, however, 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.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk) ; or you may 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.