

Liquidator's Progress Report

S.192

Pursuant to Sections 92A and 104A and 192
of the Insolvency Act 1986

To the Registrar of Companies

Company Number

04026786

Name of Company

Colsan Instrument Services Limited

++ We

Vincent John Green, 4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE

Mark Newman, 4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE

the liquidator(s) of the company attach a copy of my/our Progress Report
under section 192 of the Insolvency Act 1986

The Progress Report covers the period from 17/04/2014 to 16/04/2015

Signed

Date 22-5-15

CCW Recovery Solutions
4 Mount Ephraim Road
Tunbridge Wells
Kent
TN1 1EE

Ref COL00001/VJG/MN/SE/JL

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COMPANIES HOUSE

Colsan Instrument Services Limited (In Liquidation)
("the Company")

Joint Liquidators' Annual Progress Report to Members and Creditors for
the year ending 16 April 2015

Statutory Information

Company Name	Colsan Instrument Services Limited
Registered Number	04026786
Registered Office	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Former Registered Office	Bower Farm, Brook Street, Woodchurch, Ashford, Kent TN26 3SY
Joint Liquidators	Vincent John Green and Mark Newman
Liquidators' Address	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Date of Appointment	17 April 2014

Period of the Report

This report covers the period from 17 April 2014, the date on which the liquidation of the Company commenced, to 16 April 2015

Receipts and Payments Account

CCW Recovery Solutions ("CCWRS") was instructed by the Company's Board of Directors to place the Company into Creditors' Voluntary Liquidation on 18 March 2014, pursuant to the provisions of the Insolvency Act 1986 ("IA86")

CCWRS subsequently instructed an independent firm of professional valuers, ES Group Limited (now part of Lambert Smith Hampton) ("the Agents"), regulated by the Royal Institute of Chartered Surveyors, on 19 May 2014. The Agent was instructed to prepare a valuation of the Company's tangible assets.

An offer was received from CAJ Contract Services Limited ("CAJ") for the business and assets of the Company in the sum of £15,000 on 15 April 2014. The Joint Liquidators are unaware whether CAJ was independently advised in respect of this offer. The director of CAJ is Jack Steer, the son of the directors, and is considered an associate of the Company's directors and shareholders, in accordance with section 249 of the IA86 and as defined by section 435 (6) of the IA86. Having received professional advice and the necessary recommendation from the Agents the Joint Liquidators accepted CAJ's offer (being in the absence of any other offers), further information in this respect is given below.

Under the terms of the sale and purchase agreement, the agreed consideration was to be apportioned as follows:

• Office furniture & equipment	£2,000
• Plant & machinery	£4,000
• Stock	£8,000
• Goodwill	<u>£1,000</u>
	£15,000

The agreed consideration was agreed to be paid as follows:

- a In respect of the office furniture & equipment and plant & machinery amounts of £2,000 and £500 respectively were to be paid by 25 April 2014

- b In respect of the plant & machinery and goodwill amounts of £3,500 and £1,000 respectively were to be paid by 25 May 2014
- c In respect of stock an amount of £4,500 was to be paid by 25 June 2014
- d In respect of stock and the sum payable under the licence agreement (referred to below) amounts of £3,500 and £1,000 respectively were to be paid no later than 25 July 2014

As can be seen below, each of the payments were received later than agreed

Our receipts and payments account for the period 17 April 2014 to 16 April 2015 is attached at **Appendix I**. We would provide additional comments as follows, regarding the receipts and payments relating to the period covered by this report

Receipts

Goodwill

Goodwill was shown on the directors' Statement of Affairs with a £1 book value and an estimated to realise value of £1,000

As part of the aforementioned offer from CAJ, an offer of £1,000 for the Company's goodwill was received. This offer was accepted on the recommendation of the Agents and the consideration was paid in full by CAJ on 1 August 2014

Plant & Machinery

Plant & Machinery was shown in the directors' Statement of Affairs with a book value of £3,029 and an estimated to realise value of £4,000

As stated above, an offer of £4,000 for the Company's Plant & Machinery was received and accepted on the recommendation of the Agents

£500 was paid by CAJ on 24 June 2014 and the remaining balance totalling £3,500 was paid by CAJ on 9 July 2014. Accordingly, the consideration has been paid in full

Furniture & Equipment

Furniture & Equipment was shown in the directors' Statement of Affairs with book value of £16,473 and had an estimated to realise value of £2,000

As above, an offer of £2,000 for the Company's Furniture & Equipment was received. This offer was accepted on the recommendation of the Agents and the consideration was paid in full by CAJ on 24 June 2014

Stock

Stock was shown in the directors' Statement of Affairs with book value of £13,042 and an estimated to realise value of £8,000. The Stock was described as being negligible and of scrap value

As part of the aforementioned offer from CAJ, an offer of £8,000 for the Company's Stock was received and accepted on the recommendation of the Agents

The Joint Liquidators retained funds due to CAJ totalling £8,000 on 17 November 2014 that had been paid into the Company's pre-appointment bank account. Accordingly, the consideration has been paid in full from these funds

Work In Progress

At the date of appointment, work was nearing completion on a 130 Litre Batch Pasteuriser, which if completed would realise funds of £1,200 plus VAT. It was agreed that, with the assistance of CAJ for a fee of £500 plus VAT, the pasteuriser would be completed and delivered to the customer. The pasteuriser was consequently delivered and payment of £1,200 plus VAT was received. The Joint Liquidators currently await an amended invoice from CAJ for their fee, upon receipt of which, payment shall be made.

Book Debts

According to the directors' Statement of Affairs, debtors with a book value of £103,132 were expected to realise £49,545. Following a review of the debtor ledger further debtors were identified increasing the book value to £120,776.68.

In the period of this report we have recovered book debts totalling £15,608.32. Further book debts totalling £156.60 have been received in the period following this report.

It has proven necessary to write off certain debtors, in the sum of £12,523.02 for the reasons stated below:

- Sums have been deducted for the costs of correcting defective works undertaken by the Company,
- Counterclaims have been submitted for defective works and it has not been economical to pursue those debts further,
- The Company's accounting information was not updated upon payments received into the Company's bank account prior to our appointment.

In addition to the above, we have been made aware of disputes regarding several debtors and it is therefore not possible at this time to estimate whether further realisations will be achieved.

Balances totalling £92,488.74 remain outstanding and our efforts to collect these sums are continuing.

Third Party Receipts

Invoice payments due to CAJ have been paid to the Company's pre-appointment bank account totalling £23,543.09. A cheque for £22,758.11 has been sent to CAJ in respect of these funds, the cheque has been banked by CAJ in the period following this report.

The Joint Liquidators are currently awaiting information from CAJ on matters pertaining to the remaining £784.98 third party receipts to confirm whether they are due to the Company or CAJ.

Licence Agreement

The Company entered into a licence to trade agreement with CAJ on 18 March 2014.

The licence allowed CAJ use of the Company's assets for the period leading-up to the date of appointment, to preserve the goodwill and the ongoing servicing part of the business. The licence fee payable to the Company by CAJ was £250 plus VAT per week, amounting to some £1,000 plus VAT. The Joint Liquidators retained debts due to CAJ on 17 November 2014 that have been paid into the Company's pre-appointment bank account. Accordingly, the consideration has been paid in full from these funds.

Cash at Bank - CCWRS

The sum of £3,675 68 was recovered from debtors pre-appointment and was paid into a suspense account for the Company. The suspense account was subsequently converted to the Company's liquidation bank account at the date of appointment.

Cash at Bank – National Westminster Bank Plc (“NatWest”)

The sum of £9 88 was recovered from the Company's pre-appointment account, comprising a refund of a bank charge.

To the date of this report, a further sum of £9,135 90 is being held in the Company's pre-appointment bank account and is due to be transferred to the liquidation account shortly. Upon receipt, the source of these funds shall be investigated and identified to confirm if these funds are due to the Company or to CAJ.

Further receipts totalling £787 98 have been received in the pre appointment account in the period following this report. As above, the funds are due to be transferred to the liquidation account and the source of these funds shall be investigated and identified to confirm if they are payable to the Company or to CAJ.

Payments

Specific Bond

The sum of £120 plus VAT has been paid in respect of the bond we are required to hold by statute relating to funds under our control.

Statement of Affairs Fee

At the initial meeting of creditors held on 17 April 2014 the following resolution was passed:

“That the costs of CCW Recovery Solutions LLP in connection with convening the meetings of shareholders and creditors, and assisting the directors with the preparation of their report and statement of affairs, agreed by the directors in the sum of £5,000 plus VAT and disbursements, be approved and paid as an expense of the liquidation from the first available assets.”

We confirm that this fee was paid in full from first realisations on appointment and is shown on the attached receipts and payments account.

Joint Liquidators' Fees

At the initial meeting of creditors held on 17 April 2014, the following resolution was passed in relation to the Joint Liquidators' on-going fees:

“That the Joint Liquidators' fees will be charged by reference to the time properly spent by the Joint Liquidators and their staff in dealing with the matters relating to the liquidation and they are permitted to charge category 2 disbursements. The Joint Liquidators' time will be charged at the hourly charge out rate of the grade of staff undertaking the work at the time the work is undertaken. Fees may be drawn on account from time to time.”

Our time costs for the period to which this report relates, being 17 April 2014 to 16 April 2015 amount to £28,692 80 against which we have drawn fees of £23,500 plus VAT.

In the period from 17 April 2015 to the date of writing this report, our time costs amount to £1,996 50, bringing total time costs to date to £30,689 30. No further fees have been drawn in the period following 17 April 2015.

A schedule of our time costs incurred to the anniversary of the liquidation is attached as **Appendix II**

Some of the hourly charge-out rates of CCW Recovery Solutions' staff have changed over the course of this matter, as set out below

	From 17/04/2014 to 30/11/2014	From 01/12/2014 to 31/03/2015	From 01/04/2015 to date
Partner (office holder)	£300	£300	£300
Director	-	£250	£250
Senior Manager	£200	£200	£210
Manager	£175	£175	£180
Assistant Manager	£150	£150	£165
Insolvency Senior	£140	£140	£150
Insolvency Semi-Senior	£100	£100	£110
Insolvency Cashier	£100	£100	£110
Trainee/Support staff	£50	£50	£60

A sheet setting out charge-out rates and disbursements applicable at the date of this report is attached, together with details of how to obtain guides to insolvency practitioners' fees and best practice, as well as our complaints procedure

Should you require hard copies of any of the electronic documents referred to, please contact this office

A description of the work undertaken in the Liquidation is as follows

- 1 Administration and Planning
 - Preparing documentation required
 - Dealing with all routine correspondence
 - Maintaining physical case files and electronic case details on IPS
 - Case bordereau
- 2 Statutory Matters
 - Preparing the documentation and dealing with the formalities of appointment
 - Statutory notifications and advertising
 - Preparing reports to members and creditors
- 3 Case Accounting
 - Maintaining and managing the liquidators' cashbook and bank account
 - Ensuring statutory lodgements and tax lodgement obligations are met
- 4 Property Related
 - Dealing with matters relating to the former trading premises
- 5 Strategy/Case Review
 - Case planning
 - Periodic case reviews
6. Tax & VAT
 - Dealing with HM Revenue & Customs ("HMRC") correspondence
 - Submission of Tax & VAT forms to HMRC for the Liquidation period
- 7 Investigations
 - Reviewing and storage of books and records
 - Preparing a return pursuant to the Company Directors Disqualification Act

- 8 Realisation of Assets
- Liaising with the Agents regarding valuation and disposal of assets
 - Making efforts to collect in the book debts due to the Company
 - Liaising with the Company's bank requesting balances on the accounts to be forwarded
- 9 Creditors (incorporating employees, preferential and unsecured creditors)
- Dealing with creditor correspondence and telephone conversations
 - Preparing reports to creditors
 - Maintaining creditor information on IPS
 - Reviewing the unsecured creditors' claims in readiness for a distribution

Joint Liquidators' Disbursements

Our disbursements in the period to which this report relates amount to £293 92 plus VAT
These relate to the following

Category 1 disbursements

Postage	£29 97
Hire of external meeting room	£149 10
Upload of post meeting of creditors report to The Creditor Gateway	£7 00
Search fees- Land Registry	£3 00

Category 2 disbursements

Mileage	£104 85
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£188 70 has been paid in respect of Category 1 disbursements and £0 37 has been accrued for postage, in the period to which this report relates but has not yet been paid

The balance of Category 2 disbursements totalling £104 85 has been paid

Third Party Payments

As advised under the heading Third Party Receipts, a cheque for £22,758 11 has been sent to CAJ in respect of debts due to CAJ received in the Liquidation from the Company's pre-appointment bank account

Statutory Advertising

The sum of £208 50 plus VAT has been paid in relation to statutory advertising of the meeting of creditors and the appointment of Joint Liquidators

Assets still to be realised

As reported above, we continue our efforts to recover the remaining book debts due to the Company

Liabilities

Secured Creditors

The figure of £31,198 33 recorded on the directors' Statement of Affairs comprises the balance outstanding on the Company's overdraft facility as at 26 March 2014. The overdrawn balance on the Company's overdraft facility at the date of appointment totalled £12,697 27

The Company granted a debenture to NatWest on 16 November 2000, which was registered on 23 November 2000. This comprises fixed and floating charges over the undertaking and all property and assets both present and future including goodwill, book debts, uncalled share capital, buildings, fixtures and fixed plant & machinery.

The liability to NatWest is also supported by a Personal Guarantee from the directors.

Preferential Creditors

The Company employed 13 members of staff and they were made redundant with effect from 18 March 2014. Preferential claims are in respect of holiday accrued and not paid and accrued wages. According to the Statement of Affairs, preferential creditors were shown with a value of £3,565. The Joint Liquidators are currently awaiting a preferential claim from the Redundancy Payments Services' ("RPS").

Crown Creditors

The directors' Statement of Affairs included sums due to HMRC of £29,207 for PAYE/NI, £16,837 for Corporation Tax, and £96,119 for VAT.

HMRC's final claims of £39,498.34 for PAYE/NIC, £16,837 for Corporation Tax and £100,447.01 for VAT have been received.

Unsecured Creditors

The directors' Statement of Affairs listed 81 unsecured creditors with an estimated total liability of £156,872.62, including 13 employees and the RPS with an estimated total liability of £19,013.

To date, we have received claims from 27 unsecured creditors totalling £173,815.95. This sum does not include a claim from RPS in respect of employees' unsecured liabilities but does include claims from 5 creditors not included on the Statement of Affairs with claims totalling £16,364.02.

We have not received claims from 45 creditors with estimated claims, as shown in the Statement of Affairs, of £29,537.25.

Prescribed Part

In accordance with section 176A(2) of the Insolvency Act 1986, a liquidator is required to make a prescribed part of the Company's net property available for the satisfaction of unsecured debts prior to any distribution being made to a floating charge holder. However, this does not apply where the floating charge was created prior to 15 September 2003. In this case, the floating charge was granted to NatWest by the Company on 16 November 2000 and the prescribed part provisions do not apply.

Dividend Prospects

Secured Creditors

As previously reported, NatWest holds a debenture, created on 16 November 2000.

The liability to NatWest is also supported by a Personal Guarantee from the directors.

The sum of £1,000 has been realised in respect of goodwill, being an asset falling under the Bank's fixed charge. A distribution will be paid to NatWest shortly. No further funds are expected payable to the Bank, this being dependent upon debtor recoveries.

Preferential Creditors

We are aware that the RPS has made payments to employees in respect of their claims for arrears of pay (limited to £800 per employee) and accrued holiday pay. The RPS made payments to employees in respect of these elements of their claims, and is therefore entitled to claim against the Company in their stead.

The claims of preferential creditors are still to be adjudicated. Based on current information, it would appear that a distribution will not be payable to preferential creditors. However, this is dependent upon the final recoveries from the debtor ledger.

Crown Creditors/Unsecured Creditors

Based on current information, it would appear that a distribution will not be payable to unsecured creditors. However, this is dependent upon the final recoveries from the debtor ledger.

Investigation

We undertook an initial investigation into the Company's affairs to establish whether there were any potential asset recoveries that justified further investigation, taking account of the public interest, potential recoveries, the funds likely to be available to fund an investigation, and the costs involved.

Within six months of our appointment, we are required to submit a confidential report to the Secretary of State to include any matters which have come to our attention during the course of our work which may indicate that the conduct of any past or present director would make him unfit to be concerned with the management of the company. We confirm this obligation has been complied with.

Further Information

The following agents have been utilised in this matter:

<u>Professional Advisor</u>	<u>Nature of Work</u>	<u>Fee Arrangement</u>
ES (Group) Limited	Agents/Valuers	Time costs/expenses incurred

The choice of professionals was based on our perception of their experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of our fee arrangement with them. The time costs fees totalling £2,582.50 and expenses totalling £223.76 are under consideration, whilst incurred, the sum of their fees has not yet been paid.


An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Liquidators' remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may request the same details in the same time limit.

An unsecured creditor may, with the permission of the court or with the concurrence of 10% in value of the creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the Liquidators' fees and the amount of any proposed expenses or expenses already incurred, within 8 weeks of receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

Summary

The Liquidation is to remain open to collect in the outstanding book debts, for distributions to be paid to the secured, preferential and unsecured creditors (if appropriate) and for tax and VAT matters to be finalised

Assuming these matters can be finalised within the next twelve months, a final progress report will be circulated prior to a final meeting being convened at which time the liquidation will come to an end


Vincent John Green
Joint Liquidator

Dated 22 May 2015

Vincent John Green and Mark Newman are licensed to act as Insolvency Practitioners in the UK by the Insolvency Practitioners Association

Colsan Instrument Services Limited
(In Liquidation)
Joint Liquidators' Abstract of Receipts & Payments

Statement of Affairs		From 17/04/2014 To 16/04/2015
	SECURED ASSETS	
1,000 00	Goodwill	1,000 00
		<u>1,000 00</u>
	SECURED CREDITORS	
(31,198 00)	National Westminster Bank plc	NIL
		<u>NIL</u>
	HIRE PURCHASE	
Uncertain	Photocopier	NIL
(240 00)	Investec Asset Finance plc	NIL
		<u>NIL</u>
	ASSET REALISATIONS	
NIL	Leasehold Improvements	NIL
4,000 00	Plant & Machinery	4,000 00
2,000 00	Furniture & Equipment	2,000 00
8,000 00	Stock	8,000 00
	Work In Progress	1,200 00
49,545 00	Book Debts	15,608 32
	Third Party Receipts	23,543 09
1,000 00	Licence Agreement	1,000 00
Uncertain	Work In Progress	NIL
3,622 00	Cash at Bank - CCWRS	3,675 68
17,020 00	Cash at Bank - Nat West	9 88
		<u>59,036 97</u>
	COST OF REALISATIONS	
	Specific Bond	(120 00)
	Preparation of S of A	(5,000 00)
	Joint Liquidators' Fees	(23,500 00)
	Joint Liquidators' Cat 1 Disbursements	(188 70)
	Joint Liquidators' Cat 2 Disbursements	(104 85)
	Third Party Payments	(22,758 11)
	Statutory Advertising	(208 50)
		<u>(51,880 16)</u>
	PREFERENTIAL CREDITORS	
(3,565 00)	RPO Arrears & Holiday Pay	NIL
		<u>NIL</u>
	UNSECURED CREDITORS	
(43,788 00)	Trade & Expense Creditors	NIL
(19,013 00)	RPO - Notice and Redundancy Pay	NIL
Uncertain	Directors' Loan Account	NIL
(93,831 00)	Landlord	NIL
(16,837 00)	HM Revenue & Customs - Tax	NIL
(29,207 00)	HM Revenue & Customs - PAYE/NIC	NIL
(96,119 00)	HM Revenue & Customs - VAT	NIL
		<u>NIL</u>
	DISTRIBUTIONS	
(1,000 00)	Ordinary Shareholders	NIL
		<u>NIL</u>
<u>(248,611 00)</u>		<u><u>8,156 81</u></u>
	REPRESENTED BY	
	Vat Receivable	4,796 61
	Bank 1 Current - Svenska	3,800 20
	Vat Payable	(440 00)
		<u>8,156 81</u>


Vincent John Green
Joint Liquidator

Notes

- 1 To be read in conjunction with the Joint Liquidators' report dated 22 May 2015
2 All sums are exclusive of VAT

Time Cost Summary as at 16 April 2015

	Partner	Manager	Other Senior Professionals	Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
Administration and Planning							
Case General Admin	0 00	1 60	27 00	0 00	28 60	2,855 00	99 83
Tax and VAT	0 00	0 00	5 35	0 00	5 35	535 00	100 00
Statutory Matters	4 50	0 00	3 75	0 00	8 25	1,725 00	209 09
Case Accounting	0 00	1 95	12 98	0 00	14 93	1,679 80	112 51
Strategy/Case Review	21 50	2 30	4 90	0 00	28 70	7,387 50	257 40
Property Related	0 00	0 00	5 40	0 00	5 40	540 00	100 00
Investigations							
SIP2/CDDA	0 00	2 70	26 55	0 00	29 25	3,177 50	108 63
Antecedent Transactions	0 00	0 00	1 45	0 00	1 45	145 00	100 00
Realisation of Assets							
Book Debts	3 00	6 40	36 75	0 00	46 15	5,887 00	127 56
Other	0 00	0 20	16 00	0 00	16 20	1,635 00	100 93
Creditors							
Unsecured	0 00	0 20	11 00	0 00	11 20	1,141 00	101 88
Employees	0 00	0 00	19 20	0 00	19 20	1,920 00	100 00
ROT	0 00	0 00	0 65	0 00	0 65	65 00	100 00
Total Hours	29 00	15 35	170 98	0 00	215 33		133 25
Time Cost	8,700 00	3,017 50	16,975 30	0 00		28,692 80	

Joint Liquidators' fees drawn in accordance with time cost resolution
approved at the meeting of creditors on 17 April 2014

£23,500 00

CCW RECOVERY SOLUTIONS

CHARGE-OUT RATES AND DISBURSEMENTS

The table below sets out the charge-out rates utilised by CCW Recovery Solutions for charging staff time -

Partner	£300 per hour
Director	£250 per hour
Senior Manager	£210 per hour
Manager	£180 per hour
Assistant Manager	£165 per hour
Insolvency Senior	£150 per hour
Insolvency Semi-Senior	£110 per hour
Insolvency Cashier	£110 per hour
Trainee/support staff	£60 per hour

It should be noted that the above rates may increase from time to time over the period of the administration of each insolvency case, but this information will be included in periodic statutory reports to creditors. The above rates are effective from 1 April 2015. Time is charged in six minute units.

Category 1 disbursements will be charged at the actual cost at which they are incurred, for example statutory advertising and records storage.

Category 2 disbursements, that is those which are paid to CCW Recovery Solutions, will be on the following basis, once the appropriate approval has been obtained -

Photocopying	Re-charged at 10p per sheet
Internal room hire	Charged at £50 per meeting held at CCW offices
Company searches	£15 per corporate case
Mileage	Charged at 45 pence per mile

GUIDES TO FEES AND BEST PRACTICE

Further information relating to insolvency practitioners' fees and their required practice published by the Association of Business Recovery Professionals can be found on the Insolvency Practitioners Association website www.insolvency-practitioners.org.uk

Hover over Regulation and Guidance located to the right of the option ribbon on the home page and select "Creditors Guides to Fees". This information is also relevant to members of companies in both solvent liquidations and insolvency procedures.

The option of Regulation and Guidance will display the following information, and the relevant links in this case are highlighted to assist you.

The Creditors' Guides to Fees provide explanations of creditors' rights with regard to insolvency practitioners' fees. They explain how an insolvency practitioner seeks approval of his fees, what information a creditor can expect to receive, and what a creditor can do if he is dissatisfied with the level of a practitioner's fees.

The Guides form appendices to Statement of Insolvency Practice 9, which sets out required practice for insolvency practitioners. The full text of SIP9 can be found by clicking onto the link to SIPs on the left hand side of this page.

Guides for England & Wales

- [Administration](#)
- [Administration \(Pre 6 April 2010\)](#)
- [Bankruptcy](#)
- [Bankruptcy \(Pre 6 April 2010\)](#)
- [Liquidation](#)
- [Liquidation \(Pre 6 April 2010\)](#)
- [Voluntary Arrangement](#)
- [Voluntary Arrangement \(Pre 6 April 2010\)](#)
- [Administrators Fees \(November 2011\)](#)
- [Liquidators Fees \(November 2011\)](#)
- [Trustee in Bankruptcy Fees \(November 2011\)](#)
- [Voluntary Arrangement Fees \(November 2011\)](#)

COMPLAINTS

At CCW Recovery Solutions 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. If you should have cause to complain about the way that we are acting, you should, in the first instance, put details of your complaint in writing to our complaints officer, Mark Newman at CCW Recovery Solutions, 4 Mount Ephraim Road, Tunbridge Wells, Kent TN1 1EE. This will 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, or you can email ip_complaints@insolvency.gsi.gov.uk, or you may phone 0300 678 0015 - calls are charged at up to 9p per minute from a land line, or for mobiles, between 8p and 40p per minute if you are calling from the UK.

1 April 2015