

# WU07

## Notice of progress report in a winding-up by the court



Companies House

For further information, please  
refer to our guidance at  
[www.gov.uk/companieshouse](http://www.gov.uk/companieshouse)

### 1 Company details

Company number 0 9 1 9 7 9 3 6

Company name in full Countyline Limited

#### → Filling in this form

Please complete in typescript or in  
bold black capitals.

### 2 Liquidator's name

Full forename(s) Mark

Surname Phillips

### 3 Liquidator's address

Building name/number Unit 1 First Floor

Street Brook Business Centre

Post town Cowley Mill Road

County/Region Uxbridge

Postcode U B 8 2 F X

Country

### 4 Liquidator's name ①

Full forename(s) Julie

Surname Swan

#### ① Other liquidator

Use this section to tell us about  
another liquidator.

### 5 Liquidator's address ②

Building name/number Unit 1 First Floor

Street Brook Business Centre

Post town Cowley Mill Road

County/Region Uxbridge

Postcode U B 8 2 F X

Country

#### ② Other liquidator

Use this section to tell us about  
another liquidator.

WU07

Notice of progress report in a winding-up by the court

**6** Period of progress report

From date	<sup>d</sup> 2	<sup>d</sup> 4	<sup>m</sup> 0	<sup>m</sup> 8	<sup>y</sup> 2	<sup>y</sup> 0	<sup>y</sup> 2	<sup>y</sup> 0
To date	<sup>d</sup> 2	<sup>d</sup> 3	<sup>m</sup> 0	<sup>m</sup> 8	<sup>y</sup> 2	<sup>y</sup> 0	<sup>y</sup> 2	<sup>y</sup> 1

**7** Progress report

☒ The progress report is attached

**8** Sign and date

Liquidator's signature

Signature

X



X

Signature date

<sup>d</sup> 1	<sup>d</sup> 0	<sup>m</sup> 0	<sup>m</sup> 9	<sup>y</sup> 2	<sup>y</sup> 0	<sup>y</sup> 2	<sup>y</sup> 1
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**Presenter information**

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name **Alison Groves**

Company name **SKSi**

Address **Unit 1, First Floor, Brook Business Centre,  
Cowley Mill Road**

Post town **Uxbridge**

County/Region

Postcode **U B 8 2 F X**

Country

DX

Telephone **0204 548 1000**

**Checklist**

**We may return forms completed incorrectly or with information missing.**

**Please make sure you have remembered the following:**

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.

**Important information**

**All information on this form will appear on the public record.**

**Where to send**

**You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:**

The Registrar of Companies, Companies House,  
Crown Way, Cardiff, Wales, CF14 3UZ.  
DX 33050 Cardiff.


**Further information**

For further information please see the guidance notes on the website at [www.gov.uk/companieshouse](http://www.gov.uk/companieshouse) or email [enquiries@companieshouse.gov.uk](mailto:enquiries@companieshouse.gov.uk)

**This form is available in an alternative format. Please visit the forms page on the website at [www.gov.uk/companieshouse](http://www.gov.uk/companieshouse)**

**Countyline Limited**  
**(In Liquidation)**  
**Joint Liquidators' Summary of Receipts & Payments**

Statement of Affairs £	From 24/08/2020 To 23/08/2021 £	From 24/08/2018 To 23/08/2021 £
ASSET REALISATIONS		
Cash at Bank	NIL	6,187.55
	NIL	6,187.55
COST OF REALISATIONS		
Bank Charges	88.00	264.00
Petitioners Deposit	NIL	(1,600.00)
	(88.00)	1,336.00
	<b>(88.00)</b>	<b>7,523.55</b>
REPRESENTED BY		
ISA NIB		7,523.55
		<b>7,523.55</b>

  
Mark Phillips  
Joint Liquidator



**Countyline Limited  
In Compulsory Liquidation  
In The Liverpool District Registry Number 660 Of 2018**

**Joint Liquidators' Progress Report to Creditors and Members  
Pursuant to Section 104a  
of the Insolvency Act 1986**

**And**

**Rules 18.3 And 18.4  
of the Insolvency Rules 2016**

**For the Period from 24 August 2020 to 23 August 2021**

**Issued on: 5 October 2021**

**Delivered on: 7 October 2021**

## **CONTENTS**

1. Introduction
2. Joint Liquidators' Actions Since Last Report
3. Receipts and Payments Account
4. Assets
5. Liabilities
  - Secured Creditors
  - Preferential Creditors
  - Unsecured Creditors
  - Trade & Expense Creditors
  - Crown Creditors
6. Dividends
7. Investigation into affairs of the Company
8. Joint Liquidators' Remuneration
9. Joint Liquidators' Expenses
10. Summary

## **APPENDICES**

- a) Statutory Information;
- b) Receipts and Payments Account;
- c) Schedule of Joint Liquidators' Time Costs
- d) A description of the routine work undertaken in the Liquidation;
- e) Further Information.

## **1. INTRODUCTION**

- 1.1 We Julie Swan and Mark Phillips formerly of PCR (London) LLP and now of SKSi Limited were appointed Joint Liquidators of the Company on 24 August 2018 by the Secretary of State following a Winding Up Order made on 13 August 2018.
- 1.2 We now report pursuant to Section 104A of the Insolvency Act 1986 following the third anniversary of our appointment as Joint Liquidators. This report should be read in conjunction with our previous progress reports.

## **2. JOINT LIQUIDATORS' ACTIONS SINCE LAST REPORT**

- 2.1 Since the date of our last report, we have continued investigating the day-to-day business of the Company insofar as we are able given the limited documentation available to us.
- 2.2 In addition, there are a number of third parties who have been identified for further enquiries to be made.
- 2.3 We have continued to liaise with creditors of the Company and with the Insolvency Service.
- 2.4 There is certain work that we are required by insolvency legislation to undertake in connection with the liquidation that provides no financial benefit for the creditors. A description of the routine work undertaken since our last progress report is contained in Appendix D.

## **3. RECEIPTS AND PAYMENTS ACCOUNT**

- 3.1 Our Receipts & Payments Account for the period from 24 August 2020 to 23 August 2021 together with a cumulative account from the date of our appointment is attached at Appendix B.
- 3.2 The balance of funds is held in an interest-bearing account at the Insolvency Services Account.

## **4. ASSETS**

- 4.1 As previously advised, £6,187.55 was recovered from the Company's current account at Metro Bank upon our appointment. At present we have not traced any other assets of the Company but our enquiries continue.

## **5. LIABILITIES**

### **Secured Creditors**

- 5.1 An examination of the Company's mortgage register held by the Registrar of Companies showed that the Company has no current charges over any assets.
- 5.2 Insolvency legislation requires that if the Company has created a floating charge after 15 September 2003, a prescribed part of the Company's net property (i.e.

the money that would otherwise be available to the charge holder) should be ring-fenced for distribution to unsecured creditors.

The "prescribed part" that the Liquidator has to set aside for unsecured creditors is:

- 50% of the first £10,000 of the net property; and
- 20% of the remaining net property

up to a maximum of £600,000.

As no charge exists the prescribed part does not apply.

### **Preferential Creditors**

- 5.3 There are no preferential creditors.

### **Unsecured Creditors**

- 5.4 The Statement of Affairs included 29 non-preferential, unsecured creditors with an estimated total liability of £100,332.79. To date, we have received claims totalling £642,672.14 from 23 creditors.

### **Crown Creditors**

- 5.5 The Statement of Affairs estimated that nothing was owed to HM Revenue & Customs ("HMRC"). HMRC has subsequently lodged a final claim in respect of VAT totalling £7,784.00.

## **6 DIVIDENDS**

### **Secured creditors**

- 6.1 There are no secured creditors.

### **Preferential creditors**

- 6.2 There are no preferential creditors.

### **Unsecured creditors**

- 6.3 It is uncertain whether a dividend will be paid to creditors as the position is wholly dependent upon asset realisations. Further information will be provided in subsequent reports.

## **7 INVESTIGATION INTO THE AFFAIRS OF THE COMPANY**

- 7.1 We have continued in our investigations into the inception of the Company and its pattern of trading. We have previously reported that we have received only a minimal amount of Company books and those from the Insolvency Service via Wilson Field whom creditors will recall were initially approached by the director in relation to a potential Administration.



- 7.2 We have concentrated efforts on the financial transactions and have continued in our investigations into the various third parties to whom it appears that the Company made payments through the course of its trading. We are attempting to establish what goods and services those third parties supplied to the Company for which those payments were made.
- 7.3 We have continued to liaise with a number of creditors over their dealings with the Company and with the Insolvency Service. We have utilised solicitors to assist us in analysing documents and to assist us with establishing if there are any claims available to the Liquidators. That action continues.
- 7.4 We are unable to provide more detailed information at this stage in order not to prejudice our investigations but those investigations are being actively pursued.

## **8 JOINT LIQUIDATORS' REMUNERATION**

- 8.1 Our remuneration was approved, by creditors on a time costs basis based on a fees' estimate of £91,605 by way of a correspondence voting process on 12 February 2020. The fees' estimate acts as a cap and we cannot draw remuneration in excess of that estimate without first seeking approval from the creditors.
- 8.2 During the period from 24 August 2020 to 23 August 2021, time incurred by the Joint Liquidators and our staff totalled £6,648, representing 25.7 of hours work at an average charge out rate of £258.68 per hour across all grades of staff.
- 8.3 During the cumulative period of the liquidation from 24 August 2018 to 23 August 2021, time incurred by the Joint Liquidators and our staff totalled £50,388, representing 203.3 of hours work at an average charge out rate of £247.85 per hour across all grades of staff.
- 8.4 To date, £6,000 has been drawn on account of these costs. Nothing has been drawn during the reporting period.
- 8.5 Detailed schedules reflecting time spent by PCR (London) LLP and later by SKSi Limited by the grades of staff allocated to the Liquidation and investigation of this matter together with the appropriate charge out rates and resulting costs are detailed at Appendix C, in accordance with Statement of Insolvency Practice No 9. ("Sip 9").
- 8.6 A description of the general routine work undertaken in the Liquidation is also attached at Appendix D.
- 8.7 SKSi Practice Fee Recovery Policy can be found at <https://www.sksi.co.uk/practice-fee-recovery-policy>.

## **9 JOINT LIQUIDATORS' EXPENSES**

- 9.1 As summarised in the table below, we have incurred total expenses of £123.55 since our appointment as Joint Liquidators of which nothing was incurred in the period since last report.

<b>Type of Expense</b>	<b>Amount incurred (£)</b>	<b>Amount Paid (£)</b>	<b>Amount Outstanding (£)</b>
Advertisement	77.45	Nil	77.45
Statutory Bond	20.00	Nil	20.00
Miscellaneous	26.10	Nil	26.10
<b>TOTAL</b>	<b>123.55</b>	<b>Nil</b>	<b>123.55</b>

9.2 We have not been able to draw any expenses in this matter.

9.3 We have used the following agents or professional advisors in the reporting period:

<b>Professional Advisor</b>	<b>Nature of Work</b>	<b>Basis of Fees</b>
Hillyer McKeown	Solicitors	Time costs, conditional fee basis

9.4 To date, nothing has been paid to Hillyer McKeown in respect of these costs.

9.5 The choice of professionals used 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 my fee arrangement with them. We will review the fees charged in order to satisfy ourselves that they are reasonable in the circumstances of this case should any realisations be made.

## 10. SUMMARY

10.1 The Liquidation will remain open until our investigations are completed and action has been taken, if so advised, to satisfy those claims. We estimate that this will take another year. Once resolved the Liquidation will be finalised and our files will be closed.

10.2 Creditors should refer to the Appendix F for further information with regards to the report and general information.

10.3 If creditors have any queries regarding the conduct of the Liquidation or if they want hard copies of any of the documents made available on-line, they should contact Alison Groves by email at [alison.groves@sksi.co.uk](mailto:alison.groves@sksi.co.uk), or by phone on 0204 548 1000.



pp.  
**Mark Phillips**  
**Joint Liquidator**

## APPENDIX A

### STATUTORY INFORMATION

Company Name: Countyline Limited

Previous Name:

Registered Number: 09197936

Date of Incorporation: 1 September 2014

Principal Trading Activity: 43342 - Glazing  
96090 - Other service activities not elsewhere  
classified

Registered Office: Unit 1, First Floor, Brook Business Centre, Cowley  
Mill Road, Uxbridge, UB8 2FX

Former Registered Office: 4b Belmont Buildings, High Street, Crowborough  
West Sussex, TN6 2QB

Trading Address: 4b Belmont Buildings, High Street, Crowborough  
West Sussex, TN6 2QB

Directorships (previous 3  
years):

Paul Davies	4 January 2017	In office

Share Capital: 1 ordinary shares of £1 each composed of 1 'A'  
Ordinary Shares.

Paul Davies	1	100%

Charges:

None	None	None

Joint Liquidators: Mark Phillips and Julie Swan

Joint Liquidators' Address: SKSi Unit 1, First Floor, Brook Business Centre,  
Cowley Mill Road, Uxbridge, UB8 2FX

Date of Appointment: 24 August 2018

Actions of Joint Liquidators' Any act required or authorised under any

enactment to be done by a Liquidator may be done by either or both Liquidators acting jointly or alone.

**APPENDIX B**

**RECEIPTS AND PAYMENTS ACCOUNTS  
FOR THE PERIOD FROM 24 AUGUST 2020 TO 23 AUGUST 2021  
AND FOR THE CUMULATIVE PERIOD  
FROM 24 AUGUST 2018 TO 23 AUGUST 2021**

Countyline Limited  
(In Liquidation)  
JOINT LIQUIDATORS' RECEIPTS AND PAYMENTS ACCOUNT

	Statement of affairs £	From 24/08/2020 To 23/08/2021 £	From 24/08/2018 To 23/08/2021 £
RECEIPTS			
Cash at Bank		0.00	6,187.55
Petitioners Deposit		0.00	1,600.00
		<u>0.00</u>	<u>7,787.55</u>
PAYMENTS			
Company Liquidation Administration Fee		0.00	5,000.00
O.R. Remuneration		0.00	6,000.00
Bank Charges		88.00	264.00
		<u>88.00</u>	<u>11,264.00</u>
Net Receipts/(Payments)		<u>(88.00)</u>	<u>(3,476.45)</u>
MADE UP AS FOLLOWS			
ISA NIB		(88.00)	(3,476.45)
		<u>(88.00)</u>	<u>(3,476.45)</u>

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Mark Phillips  
Joint Liquidator

**APPENDIX C**

**SCHEDULE OF JOINT LIQUIDATORS' TIME COSTS  
FOR THE PERIOD FROM 24 AUGUST 2020 TO 23 AUGUST 2021  
AND FOR THE CUMULATIVE PERIOD  
FROM 24 AUGUST 2018 TO 23 AUGUST 2021**

**AND**

**SCHEDULE OF HOURLY RATES**

# Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited  
From: 24/08/2020 To: 23/08/2021  
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP4 (NEW) : Statutory Duties	0.30	0.00	6.10	0.00	0.00	6.40	1,888.50	295.08
AP5 (NEW) : Cashiering	0.20	0.00	0.00	0.20	0.00	0.40	135.00	337.50
AP6 (NEW) : Tax Returns	0.00	0.00	0.50	0.00	0.00	0.50	75.00	150.00
Administration & planning	0.50	0.00	6.60	0.20	0.00	7.30	2,098.50	287.47
CR3 (NEW) : Unsecured Creditors	0.00	0.00	1.50	0.00	0.00	1.50	427.50	285.00
Creditors	0.00	0.00	1.50	0.00	0.00	1.50	427.50	285.00
I : Investigations	0.20	0.00	0.00	0.00	0.00	0.20	100.00	500.00
I1 (NEW) : SIP 2 Review	0.00	0.00	0.20	0.00	0.00	0.20	57.00	285.00
Investigations	0.20	0.00	0.20	0.00	0.00	0.40	157.00	392.50
RA7 (NEW) : Antecedent Recoveries	0.00	0.00	2.30	0.00	0.00	2.30	655.50	285.00
Realisations of assets	0.00	0.00	2.30	0.00	0.00	2.30	655.50	285.00
Total Hours	0.70	0.00	10.60	0.20	0.00	11.50	3,338.50	290.30
Total Fees Claimed							0.00	



# Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited  
From: 24/08/2020 To: 23/08/2021  
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Junior Administrator	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW) : Case Planning & Strategy	0.00	0.00	0.00	1.60	0.00	5.00	6.60	1,567.00	237.42
AP3 (NEW) : Case Monitoring	0.00	0.00	0.00	0.20	0.00	0.00	0.20	24.00	120.00
AP5 (NEW) : Cashiering	0.00	0.00	0.00	1.90	0.00	0.00	1.90	206.00	108.42
Administration & Planning	0.00	0.00	0.00	3.70	0.00	5.00	8.70	1,797.00	206.55
CR3 (NEW) : Correspondence with Creditors	0.00	0.00	0.00	0.00	0.00	0.30	0.30	82.50	275.00
Creditors	0.00	0.00	0.00	0.00	0.00	0.30	0.30	82.50	275.00
RA7 (NEW) : Litigation	0.00	0.00	0.00	0.00	0.00	5.20	5.20	1,430.00	275.00
Realisation of Assets	0.00	0.00	0.00	0.00	0.00	5.20	5.20	1,430.00	275.00
Total Hours	0.00	0.00	0.00	3.70	0.00	10.50	14.20	3,309.50	233.06
Total Fees Claimed								0.00	

Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited  
To: 23/08/2021  
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW) : Case Planning & Strategy	2.30	0.00	10.30	0.00	0.00	12.60	3,697.50	293.45
AP2 (NEW) : Maintenance of Records	0.00	0.00	2.10	0.00	0.00	2.10	285.00	135.71
AP3 (NEW) : Case Monitoring	0.60	0.00	6.30	0.00	0.00	6.90	1,549.00	224.49
AP4 (NEW) : Statutory Duties	0.90	0.60	22.10	0.30	0.00	23.90	6,645.00	278.03
AP5 (NEW) : Cashiering	0.90	0.30	1.50	0.70	0.00	3.40	1,030.50	303.09
AP6 (NEW) : Tax Returns	0.00	0.00	2.70	0.00	0.00	2.70	457.00	169.26
Administration & planning	4.70	0.90	45.00	1.00	0.00	51.60	13,664.00	264.81
C : creditors	0.00	0.00	4.60	0.00	0.00	4.60	810.50	176.20
CR3 (NEW) : Unsecured Creditors	0.00	0.10	11.30	0.00	0.00	11.40	2,969.00	260.44
Creditors	0.00	0.10	15.90	0.00	0.00	16.00	3,779.50	236.22
I : Investigations	0.20	0.00	14.50	0.00	0.00	14.70	4,070.50	276.90
I1 (NEW) : SIP 2 Review	0.10	0.40	36.90	0.00	0.00	37.40	5,713.50	152.77
I2 (NEW) : CDDA Report	0.00	0.00	0.60	0.00	0.00	0.60	108.00	180.00
Investigations	0.30	0.40	52.00	0.00	0.00	52.70	9,892.00	187.70
RA6 (NEW) : Identify, Insure, Securing Assets	0.00	0.00	2.50	0.00	0.00	2.50	712.50	285.00
RA7 (NEW) : Antecedent Recoveries	2.50	13.90	49.50	0.00	0.00	65.90	18,954.50	287.63
Realisations of assets	2.50	13.90	52.00	0.00	0.00	68.40	19,667.00	287.53
J : Statutory Duties - Inc D Reports / Final Reports	0.00	0.00	0.40	0.00	0.00	0.40	76.00	190.00
Statutory Duties	0.00	0.00	0.40	0.00	0.00	0.40	76.00	190.00
Total Hours	7.50	15.30	165.30	1.00	0.00	189.10	47,078.50	248.96
Total Fees Claimed							0.00	

# Time Entry - Detailed SIP9 Time & Cost Summary

KOCOU00 - Countyline Limited  
To: 23/08/2021  
Project Code: POST

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Junior Administrator	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW) : Case Planning & Strategy	0.00	0.00	0.00	1.60	0.00	5.00	6.60	1,567.00	237.42
AP3 (NEW) : Case Monitoring	0.00	0.00	0.00	0.20	0.00	0.00	0.20	24.00	120.00
AP5 (NEW) : Cashiering	0.00	0.00	0.00	1.90	0.00	0.00	1.90	206.00	108.42
Administration & Planning	0.00	0.00	0.00	3.70	0.00	5.00	8.70	1,797.00	206.55
CR3 (NEW) : Correspondence with Creditors	0.00	0.00	0.00	0.00	0.00	0.30	0.30	82.50	275.00
Creditors	0.00	0.00	0.00	0.00	0.00	0.30	0.30	82.50	275.00
RA7 (NEW) : Litigation	0.00	0.00	0.00	0.00	0.00	5.20	5.20	1,430.00	275.00
Realisation of Assets	0.00	0.00	0.00	0.00	0.00	5.20	5.20	1,430.00	275.00
Total Hours	0.00	0.00	0.00	3.70	0.00	10.50	14.20	3,309.50	233.06
Total Fees Claimed								0.00	

## **APPENDIX D**

### **A DESCRIPTION OF ROUTINE WORK UNDERTAKEN IN THE LIQUIDATION**

#### **1. Administration**

- Case planning – devising appropriate strategies for dealing with the case and giving instructions to the staff to undertake the work on the case.
- Maintaining physical and electronic case files
- Maintaining the case on the practice's electronic case management system and entering data.
- Dealing with all routine correspondence and emails relating to the case.
- Maintaining and managing the office holder's estate bank account.
- Maintaining and managing the office holder's cashbook.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Reviewing the adequacy of the specific penalty bond on a quarterly basis.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing an annual progress report to creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

#### **2. Creditors**

- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.

#### **3. Asset Realisations and Investigations**

- Review and analysis of Company books and records
- Review and analysis of bank statements
- Communications to various third parties
- Instruction of and liaison with solicitors
- Investigations into Company activity and third parties

## **APPENDIX E**

### **FURTHER INFORMATION**

#### **Creditors Rights**

1. Further information about creditors' rights can be obtained by visiting the creditors' information micro-site published by the Association of Business Recovery Professionals (R3) at <http://www.creditorinsolvencyguide.co.uk/getting-involved/#creditorapproval>
2. Details about how an office holder's fees may be approved for each case type are available in a series of Guidance Notes issued with Statement of Insolvency Practice 9, and they can be accessed at <https://www.icaew.com/technical/insolvency/understanding-business-restructuring-and-insolvency/creditors-guides>
3. There are different versions of these Guidance Notes, and in this case please refer to the Creditors Guide to Liquidators Fees Effective from 6 April 2017.
4. In addition, SKSi Practice Fee Recovery Policy can be found at <https://www.sksi.co.uk/practice-fee-recovery-policy>.

#### **Complaints Procedure**

1. At SKSi 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 Carrie James of SKSi, Unit 1 First floor, Brook Business Centre, Cowley Mill Road, Uxbridge, UB8 2FX. 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.
2. 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,
3. IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA; or you may email [ip.complaints@insolvency.gsi.gov.uk](mailto:ip.complaints@insolvency.gsi.gov.uk); or you may phone 0300 678 0015 - calls are charged at between 1p and 10.5p per minute from a land line, for mobiles, between 12p and 41p per minute if you're calling from the UK.

#### **Data Protection**

4. Following the UK's exit from the EU, the UK is now subject to UK GDPR which sits alongside the Data Protection Act 2018 ("GDPR"), and I would like to draw your attention to the following:
5. In providing our services, we act as an independent data controller in relation to client personal data, i.e. we are an organisation who decides the purpose for which any personal data is to be processed and the way in which it is to be

processed. The term 'personal data' means any information relating to a living individual, natural person (data subject).

6. SKSi is committed to compliance with GDPR, together with any applicable national laws, regulations and secondary legislation in the UK relating to the processing of personal data.
7. We rely upon our legitimate interest in processing your data in ways which you would reasonably expect, where processing is necessary in our insolvency appointments and where our interests do not affect your interests, rights or freedoms. We are committed to safeguarding the privacy and security of any personal data which we process for this reason.
8. For further information on how we deal with personal data please see our privacy policy which can be found here: <https://sksi.co.uk/privacy-policy>
9. Should creditors have any queries regarding the use of their personal data please contact us on 0204 548 1000 or via email at [alison.groves@sksi.co.uk](mailto:alison.groves@sksi.co.uk)

#### **General Information**

10. To comply with the Provision of Services Regulations, some general information about SKSi, including about our complaints policy and Professional Indemnity Insurance and the Insolvency Code of Ethics, can be found at <https://www.sksi.co.uk/terms-and-conditions>