

Provision of Services Regulations

Disputes and Complaints

At MVL Online Ltd 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. Should a dispute arise, in the first instance details of the matter should be put in writing to Mr David Thorniley, the managing director. We will carefully consider any complaint we receive and take all reasonable steps to resolve the matter appropriately.

Whilst we undertake to look into any complaint carefully and promptly and to do all we can to deal with the matter, if you remain unsatisfied, you may complain to the Recognised Professional Body (RPB) that licences the insolvency practitioner concerned. You are able to complain to that RPB through the Insolvency Complaints Gateway which is operated by the Insolvency Service, an Executive Agency of the Department of Business Innovation and Skills (BIS). Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA. Submissions can also be made using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner. Alternatively you may phone 0300 678 0015. Call charges will apply.

As an Insolvency Practitioner, when carrying out all professional work relating to an insolvency appointment, David Thorniley is bound by the Insolvency Code of Ethics, a copy of which can be found at www.insolvency-practitioners.org.uk/download/documents/1064. We are also bound by the regulations of our professional body, which can be found at www.insolvency-practitioners.org.uk/regulation-and-guidance/other-regulation-guidance.

Professional Indemnity Insurance

The firm has in place professional indemnity insurance. The insurers are CNA Insurance Company Limited, 13th Floor, 20 Fenchurch Street, London, EC3M 3BY. The jurisdiction of the cover is worldwide.

Company Information

Company name: MVL Online Ltd
Registered Office: The Old Bakery, 90 Camden Road, Tunbridge Wells, TN1 2QP
Registered Number: 08058123
VAT Number: 135 4759 96

David Thorniley is licensed to act as an insolvency practitioner in the UK by the Insolvency Practitioners Association.