



The Insolvency Service

Insolvency Practitioner Complaint

Thank you for submitting your complaint. Your reference number is **IP-2024-123427**.

We aim to assess complaints within 15 working days however during busy times, this may take longer.

You do not have to do anything further at this time, we will contact you if we require any further information or to let you know the next steps once we have assessed your complaint.

[Guidance about the IP Complaints Gateway](#) is available on [GOV.UK](#).

We will send a copy of your complaint to the email address you provided on the form.

Print this page

Before completing this form, read our guidance on complaining about an insolvency practitioner.

We can only send your complaint onto the IP's authorising body if:

- you have already complained to the IP directly
- your complaint has not already been assessed by the authorising body
- your complaint meets the criteria for referral

If you are [complaining about the Insolvency Service](#), we have a separate complaints procedure.

Fields with an asterisk (*) must be completed to submit the form.

Complaint

Have you complained to the IP or their staff? *

Yes

Has your complaint been assessed by the authorising body before and fully considered? *

No

Your complaint cannot be taken forward if it has already been subject to the authorising body's complaint procedure.

Who do you wish to complain about

This needs to be the named insolvency practitioner or practitioners in the case of a joint appointment for the insolvency procedure. This will not necessarily be the member of staff who you have been dealing with.

You can find the name of all insolvency practitioners, including the name of their authorising body here and their contact details at <http://www.insolvencydirect.bis.gov.uk/fip1/>

Insolvency Practitioner 1

| | |
|--------------------|------------------------|
| First name | Ruth |
| Last name * | Duncan |
| Firm * | Maxwell Davies |
| Email * | ruth@maxwelldavies.com |
| Telephone * | 01622 764 612 |
| Authorising Body * | Don't know |

Insolvency Practitioner 2 *(if applicable)*First name Last name Firm Email Telephone

Authorising Body

Insolvency Practitioner 3 *(if applicable)*First name Last name Firm Email Telephone

Authorising Body

Details of the caseIndividual or Company? * Name of insolvent company or individual * What type of insolvency procedure? * What is your connection to the insolvency?
(you may tick multiple options)Other

What has happened - please explain your complaint in full? *

Subject: Urgent Request for Assistance with Insolvency Practitioner Replacement/Mediation I hope this letter finds you well. I am writing to formally request immediate assistance concerning the current Insolvency Practitioner (IP) overseeing the insolvency proceedings of Bishop+Rook UK Ltd.. As the largest creditor in this matter, I have significant concerns regarding the actions and conduct of the IP, Ruth Duncan of Maxwell Davies, and her associate, Aaron Parks. I believe their actions are not in good faith or honest dealing. This case has been complicated for several reasons. I am the majority owner of the UK company in liquidation, but also the parent US company which currently holds ownership title to a large number of assets the liquidator is preventing us from retrieving. Over the course of the proceedings, several issues have come to light that raise doubts about the integrity and effectiveness of Ms. Duncan and Mr. Parks in managing the case. These concerns include but are not limited to: 1. Lack of Transparency: There have been numerous instances where Ms. Duncan and Mr. Parks have failed to provide timely and comprehensive updates about the progress of the insolvency proceedings. Requests for detailed financial reports and status updates have been met with delays or incomplete information. Direct questions related to my assets have been ignored on repeated attempts. 2. Conflict of Interest: There appears to be a potential conflict of interest in the handling of the assets and negotiations with other creditors and stakeholders. The decisions made by Ms. Duncan do not seem to prioritize the best interest of all creditors, particularly myself as the largest creditor. 3. Inadequate Asset Management: The management of the company's assets has been suboptimal, with certain actions (or lack thereof) leading to a depreciation in asset value. This mismanagement is detrimental to the interests of the creditors and is not in alignment with the principles of fair and effective insolvency practice. 4. Questionable Financial Decisions: Certain financial transactions and decisions made by Ms. Duncan and Mr. Parks appear to lack proper justification and have not been explained adequately, raising suspicions about the legitimacy and appropriateness of these actions. 5. Specific Case Details: In the case of Bishop+Rook, there have been multiple discrepancies in the handling of financial records and asset valuations. The decisions regarding the sale and liquidation of key assets have not been communicated transparently, and the process appears to be mismanaged, resulting in significant losses. Given these significant concerns, I respectfully request the following actions: 1. Immediate Removal and Replacement of the Insolvency Practitioner: Appoint a new, impartial, and competent IP who can manage the insolvency proceedings with the highest standards of integrity and transparency. 2. Thorough Investigation: Conduct a thorough investigation into the conduct and decisions of Ruth Duncan and Aaron Parks to identify any breaches of duty or misconduct. 3. Mediation Services: If immediate removal and replacement are not feasible, provide mediation services to address and resolve the issues highlighted, ensuring that

the proceedings are conducted in a manner that protects the interests of all creditors. I trust that the Insolvency Management Board will take my concerns seriously and act swiftly to rectify the situation. The effective resolution of this matter is critical to ensuring that the insolvency process is conducted fairly and that the best possible outcomes are achieved for all parties involved. This matter is of significant urgency, as we have less than 10 days to remove assets from our workshop, which she is preventing us from removing. The value is over \$1,000,000 of these assets. Thank you for your prompt attention to this urgent matter. I look forward to your immediate response and resolution of these issues.

Why do you think the IP is at fault? *

See outlined letter above.

When you complained to the Insolvency Practitioner, what happened? Include information about who you contacted and what the outcome was. *

Complained several times, but each time she became less and less willing to speak or cooperate. I have had several of our customers experience the same thing.

Supporting evidence

In order for a disciplinary investigation to be taken forward by an authorising body, there must be a clear indication of wrongdoing by an insolvency practitioner (or those working under the direction of an IP).

In most cases, the authorising body will only be able to uphold your complaint if you are able to provide evidence which supports the allegations you have made against the insolvency practitioner.

It will speed up the assessment and investigation processes if you upload evidence that you believe supports your complaint:

- any agreements between you and the IP
- your complaint to the IP
- the response you received to your complaint from the IP

Please indicate whether the evidence detailed below is in your possession and provide copies where possible when submitting this form.

If you would like to attach any electronic documents in support of this form please use the Choose File buttons below.

Each file must be one of the following doc, docx, xls, xlsx, txt, pdf, png, jpg, jpeg, odt and the size of each file must not exceed 3MB in size.

Nature Of Evidence (Please list documentation and what it shows)

Supporting Evidence 1

Letter to Bishop Rook UK Ltd on 02 05 24 (as sent)_THL_166637122_1.pdf

Supporting Evidence 2

Letter from Lupton Fawcett 17_05_2024_THL_166910804_1.pdf

Supporting Evidence 3

Letter to Trowers Hamblins LLP 30.05.2024 (003).pdf

Supporting Evidence 4

Supporting Evidence 5

Your details

First name *

Last name *

Organisation (if appropriate)

Address *

Postcode *

Email *

Your data will be handled in accordance with our [Personal Information Charter](#)

[Accessibility \(new window\)](#)