

SCC Chartered Accountants

# Provision of Services



This document is in response to the information required to be disclosed by the Provision of Services Regulations 2009.

### **Licensing Body**

SCC Chartered Accountants Limited ("SCC") is a member of Chartered Accountants Ireland.

### **Rules Governing Actions**

All chartered accountants are bound by the rules of their professional body. The rules of the professional body that licences SCC's chartered accountants can be found at: <https://www.charteredaccountants.ie/about-us/our-governance/charter-bye-laws-regulations-and-code-of-ethics>

### **Ethics**

A copy of the Code of Ethics, to which all chartered accountants are required to comply with, can be found at: [https://www.charteredaccountants.ie/docs/default-source/technical-documents/ethics/code-of-ethics---december-2020.pdf?sfvrsn=e828ae7c\\_2](https://www.charteredaccountants.ie/docs/default-source/technical-documents/ethics/code-of-ethics---december-2020.pdf?sfvrsn=e828ae7c_2)

### **Complaints**

At SCC, we always strive to provide a professional and efficient service however we recognise that disputes may arise from time to time. As such, should you have any comments or complaints in relation to any case then in the first instance, you should contact the person handling such case directly.

If you consider that we have not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to our complaints officer Noel Convery (17 College Street, Armagh, BT619BT). This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a director unconnected with the case.

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 take up the matter with Chartered Accountants Ireland and initiate a formal complaint process with them.

SCC is committed to resolving complaints raised through Chartered Accountants Ireland and will fully comply with any review process undertaken in order to reach a conclusion in a prompt and efficient manner. Further information in connection with the Chartered Accountants Ireland complaints procedure can be found at: <https://www.charteredaccountants.ie/Professional-Standards/Complaints-and-discipline>

### **Professional Indemnity Insurance**

SCC's Professional Indemnity insurers are Arch Capital Group Limited of 5th Floor, 60 Great Tower Street, London, EC3R 5AZ. This professional indemnity insurance provides worldwide coverage, excluding professional business carried out from an office in the United States of America or Canada, and any action for a claim bought in any court in the United States of America or Canada.

### **VAT**

SCC is registered for VAT under registration no. 284 7973 42.