



Type of Order: DISCIPLINARY CONSENT ORDER

Date of Order: 20 June 2017

Committee name: INVESTIGATION COMMITTEE

Details of IP: **Susan Wriglesworth** of **Glasgow**, an IPA member and Licensed Insolvency Practitioner.

Summary of complaint: This Order is made in relation to a complaint that Mrs Wriglesworth breached the fundamental principle of Professional Behaviour when she failed to ensure that correspondence from solicitors acting for a creditor, between 25 February 2015 and 16 September 2016 received a response.

Accordingly, Mrs Wriglesworth was found liable to disciplinary action under the IPA's Articles of Association.

Summary of sanctions: The Common Sanctions Guidance, in force at the relevant time, provides for a Severe Reprimand and fine commensurate with the breach where there has been a material breach of the fundamental principles of the Insolvency Ethics Code.

The Committee noted that Mrs Wriglesworth had received a warning in 2014 for failing to respond to correspondence and was instructed to amend her systems. The Sanction imposed reflects the fact that Mrs Wriglesworth accepted that she had failed to acknowledge the Complainant's written communications. This was attributed to a system failure which has since been changed and there was no detriment to the Complainant.

The Investigation Committee imposed a disciplinary order that Mrs Wriglesworth be severely reprimanded.