



Type of Order: DISCIPLINARY CONSENT ORDER

Date of Order: 29 August 2017

Committee name: INVESTIGATION COMMITTEE

Details of IP: **Mrs 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 1) issued a letter to the Complainant incorrectly describing herself as his insolvency practitioner, in breach of the fundamental principle of professional competence and due care of the Ethics Code for Insolvency Practitioners and 2) inappropriately passed the Complainant's personal details to a third party, without his permission, in breach of the fundamental principle of confidentiality of the Ethics Code for Insolvency Practitioners.

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

The Common Sanctions Guidance in force at the time of the conduct giving rise to the finding provides for a Severe Reprimand and a fine commensurate with the breach where there is a material breach of the fundamental principles of the Insolvency Code of Ethics.

The Committee considered that the unauthorised disclosure of personal information to be a serious matter, particularly when it did not consider that the company should have retained such information anyway. It is claimed that there was distress caused to the Complainant as a result of Mrs Wriglesworth's actions and that he had to threaten to contact the police to stop third party calls.

In mitigation, the Committee noted that this was an isolated error, which was attributed to a system error.

The Investigation Committee decided to impose a disciplinary order that Mrs Wriglesworth receive a Severe Reprimand, a fine of £1,000 and costs.