



# The Insolvency Service

Ms Michelle Danique Young  
By Email Only

Insolvency Service  
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Date: 6 August 2020

Dear Ms Young  
IN THE HIGH COURT OF JUSTICE

1814 of 2015

## RE: MICHELLE DANIQUE YOUNG

Thank you for your email of 3 August 2020 to Liesl Cook, Official Receiver.

You have asked the Official Receiver to provide you with copies of records from Paul Allen, the former trustee of your bankruptcy estate. By letter dated 16 December 2019 you made a Data Subject Access Request (DSAR), to which the Insolvency Service provided a response on 20 January 2020. On 14 May 2020 your representative made a further DSAR request, to which you received a response on 23 July 2020. The Official Receiver has not received any new information from Paul Allen since 14 May 2020. You have therefore already been provided with copies of all data from Paul Allen that is held by the Official Receiver and to which you are entitled.

You have raised questions and concerns about the actions of Paul Allen as trustee of your bankruptcy, and of David Ingram as trustee of the bankruptcy of the late Scot Young. The Official Receiver has no locus to investigate or comment on the conduct of Insolvency Practitioners. Complaints against insolvency practitioners may be raised through the complaints gateway (at <https://www.gov.uk/complain-about-insolvency-practitioner>), or their actions may be challenged through the Court. The Official Receiver has previously explained this to you and your representatives, including by email to you on 21 April 2020, and by email to PCC Stansfeld on 24 April 2020.

Having twice responded in full to requests for information, and having confirmed that the Official Receiver does not hold any other information that has not already been provided and to which you are entitled, I now consider this matter to be closed.

I draw your attention to the Insolvency Service's published guidance at <https://www.gov.uk/government/publications/unreasonable-customer-behaviour/unreasonable-customer-behaviour>. Repeat requests for the same or similar information to that which has already been provided fall under the "Examples of unreasonable customer behaviour" set out at part three, as does "refusing to accept that certain issues are not within the Insolvency Service's scope/remit. For example the appropriate route is the court or another body with specific jurisdiction over the matter". If you persist in behaviour that falls under these examples, I will seek formal permission to cease to respond to that behaviour.

Yours sincerely

A handwritten signature in black ink that reads "V Edgar". The signature is written in a cursive style with a large, stylized 'V' at the beginning.

V Edgar  
Deputy Official Receiver