



# *In conversation with the Small Business Commissioner*

CHAIR: IAIN WRIGHT, DIRECTOR FOR BUSINESS AND INDUSTRIAL STRATEGY AT ICAEW



Small Business  
Commissioner



# ***Late Payment in the UK***

Interim Small Business Commissioner, Philip King

**#MakePaymentPrompt**

## ***What is the SBC?***

Independent public body set up by Government under the Enterprise Act 2016 to tackle late payment and unfavourable payment practices in the private sector.



Offer help & advice, and signpost to existing support & dispute resolution services

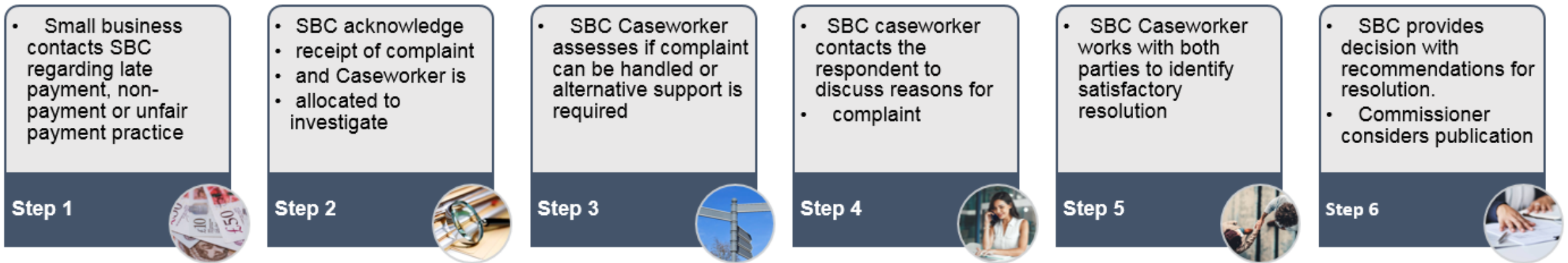


Resolve disputes, deal with unpaid invoices, investigate poor practice



Drive change in payment culture

# SBC Complaint Handling Process



## Contact us

**Website:** [www.smallbusinesscommissioner.gov.uk](http://www.smallbusinesscommissioner.gov.uk)

**General advice:** [enquiries@smallbusinesscommissioner.gov.uk](mailto:enquiries@smallbusinesscommissioner.gov.uk)

**Send your complaint to:** [complaints@smallbusinesscommissioner.gov.uk](mailto:complaints@smallbusinesscommissioner.gov.uk)

**Telephone:** 0121 695 7770

**Prompt Payment Code:** [ppc@smallbusinesscommissioner.gov.uk](mailto:ppc@smallbusinesscommissioner.gov.uk)

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SB\_Commissioner



Small Business Commissioner UK



small business commissioner



Office of the Small Business Commissioner



# *Case Study - an ICAEW Member*

JANE - FD, SMALL ENGINEERING COMPANY



# *The role of boards - discussion*

# Q&A

- ICAEW Coronavirus Hub: [www.icaew.com/coronavirus](https://www.icaew.com/coronavirus)
- Direct enquiries: [www.icaew.com/contact-us/helplines-and-support](https://www.icaew.com/contact-us/helplines-and-support)
- Feedback / Insights: <https://r1.dotmailer-surveys.com/bb41f58a-124mcd1d>
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