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COMPLAINTS PROCEDURES

All Staff, including Enforcement Agents, are trained to work within a code of practice agreed with our clients. In addition, warrants are executed in accordance with relevant legislation and case law. Fees/charges/costs are incurred as prescribed by legislative regulations and/or by client agreement.

We do our best to carry out our work fairly and effectively. However we know that there may be times when you feel unhappy about our dealings with you. We are committed to putting things right if something goes wrong, so complaints are important to us. They help us to improve what we do and how we do it, so don't be afraid to let us know your concerns.

OUR DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction by a person with dealings with the company, or who has witnessed such dealings, which they wish to be treated as a complaint.

MATTERS OUTSIDE OUR JURISDICTION

The following will not be treated as complaints:

- Matters relating to a dispute with our instructing client concerning circumstances of the offence, or other matters prior to our being instructed. The company's complaints procedure applies only to our activities.
- Matters which are subject to litigation. If a matter becomes subject to litigation during the course of a complaint investigation the complaint will be closed and the complainant informed that this is the case.

THE COMPLAINTS PROCEDURE

The Company's complaints procedure has 3 stages:

Stage 1

The first stage of the procedure involves a thorough investigation of the complaint by the Companies Customer Care and Complaints Team. These staff have a good working knowledge of the company's activities and can often resolve a complaint quickly and easily at this stage.

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Stage 2

If the complainant is dissatisfied after receiving a response at Stage 1 they can request a review of their complaint by the Complaints Team Manager. At Stage 2 the complaint team manager will check the response for accuracy, check that all matters complained about have been addressed and make any necessary amendments to the content of the response, to the finding, and to the action taken.

Stage 3

If the complainant is dissatisfied with the response at Stage 2 of the procedure they can request a further investigation at Stage 3 of the procedure. Stage 3 will involve a complete review of the complaint and re-investigation where necessary to be carried out and to be signed off by a Board member. In cases where a complaint is exceptionally serious or where a client has requested it the Board member overseeing the investigation will refer the matter to the full Board.

If you remain unhappy after stage 3 of our procedure you may **THEN** refer your case to the Civil Enforcement Association (CIVEA) at 513 Bradford Road, Batley, West Yorkshire, WF17 8LL. This organisation provides an independent complaints procedure incorporating a panel of experts.

HOW TO MAKE YOUR COMPLAINT

Please record details of your complaint in writing and send it to the Customer Care and Complaints Department, PO Box 308, Waltham Cross, Herts, EN9 1ZN. Your complaint will be acknowledged within 2 working days and fully investigated. You will be contacted if further information is needed.

At the end of each stage of the Complaints Procedure you will receive a detailed written response (in most instances this is within 14 days) and, if appropriate, advised of any corrective action being taken.