

Complaints Procedure

We believe a complaint is any oral or written expression of dissatisfaction, whether justified or not, by a person or their representative, who has had dealings with the company, alleging that an action or inaction of the company, or a service provided by the company, its agents or contractors has fallen short of their expectations. Written complaints include those received by letter, fax and email that the person wishes to be treated as such.

NES Enforcement Services uses a three step process, with complaints categorised into four severity ratings (1 being the least severe) and a possible two stages, before referral to external third parties. In summary, the complaints procedure is as follows:

- Receive – verbal or written complaint
- Record – the source, type and severity of the complaint
- Acknowledge – receipt and explain next steps
- Investigate – by gathering information so that we have an objective view
- Conclude – by making an informed decision based on objective evidence
- Communicate – outcomes to all interested parties and update records accordingly
- Lessons learned – what was done well and not so well

STEP 1: The person making the complaint is directed to the person responsible for the case at that time for immediate action.

STEP 2: If Step 1 does not resolve the issue or the complaint is of a more serious nature, the complaint is referred to the senior management team. In order to be objective and to ensure that all issues are covered, the complainant will be asked to provide a written statement. The statement should include as a minimum:

- Case reference, name, address etc
- What has happened and where, background information about the issue
- When did it happen
- What are they not happy about
- What they would like us to do
- Any other relative information

The complaint will be formally acknowledged within two working days of receipt unless the complaint can be dealt with within the same period, where a full investigation will take place and a full reply will be sent.

At the end of the investigation a response will be provided advising the complainant of the outcome and any corrective action being taken (if needed).

STEP 3: If the complainant does not accept the outcome they will be provided with information that will enable them to escalate to an external body such as the High Court Enforcement Officers Association (HCEOA).

Complaints made in person or over the telephone are logged onto the Case Management System using the appropriate case reference number along with any notes or immediate actions taken in response to the complaint. If the complaint cannot be resolved at that time the person Complaining is advised to put their complaint in writing so that an objective view can be taken based on the information provided. If they are unable to do this, a complaint form will be completed by the person receiving the call. A copy of the form will then be sent (by appropriate means) to the complainant for confirmation that it is a true reflection of the complaint before action is taken. This may increase the time it takes to investigate the complaint.

If the complaint relates to a dispute with the instructing client or other matters prior to our being instructed, then these are not matters we can investigate and you will be referred directly to the client.