



Telephone 07807176364 / 03335677080 | Email [info@rutherfords.co](mailto:info@rutherfords.co) Website: [www.rutherfords.co](http://www.rutherfords.co)

## **RUTHERFORD'S MISSION STATEMENT**

'Rutherford's is a company built on principles and values, by always doing the best and right thing for all our clients and people who are involved with us. We accept no flexibility on anything less, than the highest standards of help, support and service towards our customers.

We understand and appreciate that certain situations can be challenging, costly and difficult to manage. We like to take the stress out of enforcement and that's why we have fixed fees and no hidden charges, for the majority of our services. Any additional services and fees are always discussed 'upfront' and agreed, before we accept an instruction on your behalf.

You will always find us open, honest, transparent and easy to do business with at all times during the relationship. We want to help you to be successful.'

## **Customer Charter**

### **About us**

Rutherford's Bailiffs and Collections Services Ltd offers a bespoke service in the debt recovery arena, connecting with our customers and offering them a totally transparent service from start to finish. Rutherford's strong commitment to ethical professional practice means every single case is treated equally and is granted the highest level of attention irrespective of the sum involved. We not only keep clients up to date on progress, they are provided with access to an online account portal, through which they have the facility to monitor progress with their case, as well as keeping an eye on all communications Rutherford's undertakes on their behalf.

### **What Happens**

With every case Rutherford's accepts, a due diligence exercise is carried out to ensure that a successful result is achievable and clients are given the true picture at the outset before committing a penny.

### **Working as a team to get the best result**

It is often necessary to employ the services of third parties who are licenced or specialise in specific areas, for example High Court Enforcement Officers. Each of these third party agents have already been carefully selected, not only to confirm their competence, but also that their modus operandi aligns with our working practices, high standards and commitment to treating customers fairly.

**Rutherford's Bailiffs and Collection Services Ltd**, 7-9 The Avenue, Eastbourne, East Sussex, BN21  
3YA

Registration number 10516722



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## **What to expect**

Throughout their experience with us, customers can expect transparency, sensitivity, confidentiality and adherence to all regulatory and legal requirements.

## **Protecting you and your data**

Rutherford's is also committed to protecting its customer's data and as such, is fully compliant with all the recently introduced data protection laws, known as the 'General Data Protection Regulation'. Any data provided to us by our clients is stored for the duration of the contract on our fully encrypted system, which can also be viewed by them via their portal.

## **Our beliefs and Values**

Throughout all its dealings with businesses and individuals Rutherford's deals with on behalf of clients, an equally fair and transparent process is applied. We believe that not only is the 'lead boots' approach ineffective in terms of achieving results, it also contradicts our beliefs which is that everyone benefits from empathy, courtesy and a personalised approach. We have received complimentary comments in this area as much as we have from the clients who instruct us. The proof of this pudding is in its results.

## **Ways anyone can contact us**

Rutherford's is contactable 24 / 7 via email, the chat facility on our website, SMS or by phoning us. We endeavour to respond, if not immediately, then certainly within hours on the next business day. A response to contact made during business hours is nearly always immediate.

## **Understanding our clients' needs**

We also ask our customers to provide feedback at the end of their experience with us. We use this to help us improve the service we provide and to enable us to keep striving to be at the top of our game.

Thank you for reading

*Michala Rutherford*

Owner / Director

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