

RUTHERFORD'S COMPLAINTS POLICY

Rutherford's Bailiffs and Collection Services Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
 - To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
 - To make sure everyone at Rutherford's Bailiffs and Collection Services Ltd knows what to do if a complaint is received
 - To make sure all complaints are investigated fairly and in a timely way
 - To make sure that complaints are, wherever possible, resolved and that relationships are repaired
 - To gather information which helps us to improve what we do
- Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect Rutherford's Bailiffs and Collection Services Ltd or the work carried out on behalf of Rutherford's Bailiffs and Collection Services Ltd

Where Complaints Come From

Complaints may come from A client that has instructed us, a debtor, third parties which we instruct and or service provider such as High court enforcement officer, security company, councils, Auction houses and storage companies.

A complaint can be received verbally, by phone, by email or in writing.

Verbally: the date, time and who was spoken to will be logged for information, referencing and training purposes only. (Please see '*Receiving Complaints*' for a more detailed instruction)

By phone: call either 07807 176364 or 0333 567 7080. The date, time and who was spoken to will be logged for information, referencing and training purposes only. (Please see '*Receiving Complaints*' for a more detailed instruction)

By email: email info@rutherfords.co (please note: there is no '.uk'). The date, time and who was spoken to will be logged for information, referencing and training purposes only. (Please see '*Receiving Complaints*' for a more detailed instruction)

In writing: send to Rutherford's Bailiffs and Collection Services Ltd, 7-9 The Avenue, Eastbourne, BN21 3YA (Please see '*Receiving Complaints*' for a more detailed instruction).

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Rutherford's Bailiffs and Collection Services Ltd (for example: client, member)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words. For further guidelines about handling verbal complaints, see Appendix 1

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Michala Rutherford, Director of Rutherford's Bailiffs and Collection Services Ltd on the same day the complaint is received.

On receiving the complaint, all details are recorded in the Complaints Log.

If it has not already been resolved, an appropriate person is tasked to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week.

The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this *Complaint's Procedure* should be attached. Ideally complainants should receive a definitive reply within four weeks.

If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

The reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint in simple English, and an opportunity to ask any additional questions and or to go over anything again if needed.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can report their complaint to either Civil Enforcement Association, Directly to the Court or further advice contact Citizens Advice Bureau, Advice UK, National Debt Line.

Here are the details for each organisation :

CIVIL ENFORCEMENT ASSOCIATION

0844 893 3922

CIVEA

513 Bradford Road

Batley

WF17 8LL

This association does not accept complaints via email, nor does it correspond via email on complaint issues

<http://www.civea.co.uk/complaints.htm> please use this link to follow the complaints procedure and download the complaints leaflet.

BRIGHTON COUNTY COURT

FAO Complaints Department

William Street

Brighton

BN2 0RF

DX98070

Brighton3

Court50

All complaints must be submitted in writing

http://hmctsformfinder.justice.gov.uk/HMCTS/GetLeaflet.do?court_leaflets_id=254

Please use the above link to download form **Ex343** and/or **Ex343A** for complaint submission to court

If you need any further advice, please get in touch with *Citizens Advice Bureau*

CITIZENS ADVICE BUREAU

<https://www.citizensadvice.org.uk/about-us/contact-us/>

Please put your postcode in the search box to find your local office for the contact number and address

ADVICE UK

0300 777 0107 or 0300 777 0108

Advice UK
101E Universal House
88-94 Wentworth Street
London
E1 7SA

<http://www.adviceuk.org.uk/>

NATIONAL DEBT LINE

0808 808 4000

National Debt Line
Tricorn House
51-53 Hagley Road
Edgbaston
Birmingham
B16 8TP

<https://www.nationaldebtline.org/>

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action

Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver

- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Michala Rutherford, Director Rutherford's Bailiffs and Collection Services Ltd, 7-9 The Avenue, Eastbourne, BN21 3YA

Review

This policy is reviewed regularly and updated as required.

Adopted on: 20/03/2017