

INTRODUCTION

All Staff, including contactors, are trained and work towards the National Standards for Enforcement Agents and the codes 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 has gone 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.

T: 0845-467-8229 / F: 0161-738-1372

www.vicksenforcement.co.uk / cc@vicksenforcement.co.uk

Enforcement UK Limited T/A Vicks Enforcement, 132 – 134 Great Ancoats Street, Manchester, M4 6DE

Registered in England and Wales, Company registration number: 09640193

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 team manager. The team manager has a good working knowledge of the company's activities and can often resolve a complaint quickly and easily at this stage. The team manager will review the case notes on our computer system, documents or evidence provided, CCTV or audio recordings and will ask the staff member(s) directly involved for a full statement.

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 manager. At stage 2 the complaint 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 a re-investigation being carried out by the management board.

Step 3 may also involve a senior manager making a personal visit to the complainant for the taking of a full statement and review of the complaint submitted. The complaint will then be passed to the management board for a review and to prepare a response and where necessary arrange for appropriate action be taken.

> In cases where a complaint is exceptionally serious or where a client has requested it, the complaints may be passed directly to the management board.

> In some cases we are under contractual obligation to report complaints to the relevant client who will intern also conduct an investigation.

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HOW TO MAKE YOUR COMPLAINT

Please record the details of your complaint in writing and email it to the Customer Care Team via: cc@vicksenforcement.co.uk.

Your complaint will be acknowledged within 2 working days. 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.

The following will not be treated as complaints:

Matters relating to any dispute you may have with our instructing client or matters leading up to our involvement.

Matters which are subject to litigation or Court proceedings. If a matter becomes subject to litigation or Court proceedings during the course of a complaint investigation the complaint will be closed and the complainant informed that this is the case.

The company's complaints procedure applies only to our activities.

(Last updated October 2016)