

Direct Collection Bailiffs Limited always aim to achieve the highest possible standards in all areas of our business and particularly in dealing with our Clients customers and with those we contact regarding instructions we are acting upon. The following pages explain our complaints procedure, and advises you to whom you can complain, and how you can expect your complaint to be dealt with.

If you require any more information regarding this, you can contact our Customer Services team on telephone number 0203 298 0201 or email us complaints@dcb ltd.com

YOUR COMPLAINT

What is a complaint?

If you are dissatisfied with any aspect of our actions, for whatever reason, this is a complaint and will be dealt with under this procedure.

How can a complaint be made?

You may make a complaint by writing to the following address:

Direct Collection Bailiffs Ltd
Direct House
Greenwood Drive
Manor Park
Runcorn
Cheshire
WA7 1UG

Who does the complaint need to be addressed to?

Your complaint should be directed to the contact details above.

Does my complaint need to be on a complaints form?

No, if you can please ensure within your written complaint that you make it clear: -

- That you are making a complaint
- The reason you are complaining
- If appropriate, the person you are complaining about and what it is you consider they may have done wrong

London
Solar House
915 High Road
North Finchley
London
N12 8QJ
Tel: 0203 298
0201

Northwest
Direct House
Greenwood Drive
Manor Park
Cheshire
WA7 1UG
Tel: 01606 780510
Fax: 01606 783702

Scotland
Barn Cluith
Business Centre
Town Head Street
Hamilton
ML3 7DP
Tel: 0141 283 2098

Birmingham
Colmore Plaza
20 Colmore Circus
Queensway
Birmingham
B4 6AT
Tel: 0121 279 2033

Wales
Sophia House
28 Cathedral Road
Cardiff
CF11 9LJ
Tel: 02920 538 137

- How you have been affected
- Any suggestions you have as to how the issue could be resolved

Your complaint will still be fully considered even if all of the above information is not included and unless otherwise specified all correspondence will be by post.

Please be aware that should your complaint be regarding a case that you are not named within, the appropriate written permissions will be requested prior to any further correspondence. Should the appropriate permissions not be provided the complaint will be concluded to this effect.

STAGE ONE

What response should I expect to receive from my complaint?

Within five business days (i.e. three days but not including weekends or public holidays) of receipt of your complaint, we will send to you: -

- A written acknowledgement confirming who will be dealing with your complaint and how you can contact that person.
- A copy of this complaints procedure. If we need more information we will request it from you. Even if you do not provide the information, we will continue with this complaints procedure. In that case, we will only be able to resolve the complaint acting on the information available.

When can you expect a reply?

We will aim to complete our investigation within 28 working days from receipt. If we are unable to do so we will contact you in writing to advise you that our investigations are continuing, why we have not yet resolved the problem and when you can expect us to make further contact. If the process is going to take more than 28 working days, we will again contact you in writing to advise: -

- We need more time and the reason for this
- An estimate of how long we think it will take us to resolve your complaint.

Our final response

Once our investigation is complete, we will write to you with our findings. This response will set out: -

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- Our findings
- If your complaint is upheld, how we intend to rectify the situation
- If your complaint is not upheld, our reasons for coming to this decision
- Your rights of appeal against our decision

What do I need to do next?

If you accept our findings you will need to confirm this in writing. If you do not write to us within 28 working days of receipt of our response, we will assume you are satisfied with the outcome of the complaint and will not write to you again. Any offer of redress or other proposals made will be **automatically withdrawn**.

If you do not accept our response and wish to take the matter further, you can appeal against the decision. You simply need to contact The Complaints Manager in writing and advise us that you wish to appeal against the outcome of the complaint, and why you remain dissatisfied. The case will then go on to the appeals stage.

STAGE TWO – THE APPEALS STAGE

You have 28 working days from receiving our response in which to appeal. Your case will then be re-considered by another person who has previously had no involvement within the case and will also be a senior manager or Director who will then review the decision made. You will receive another letter, called a “final response” within a further 28 working days (however, this time limit may be extended by the number of weeks you took to appeal against our first response). The final response will be a letter advising you: -

- That we have finished reviewing your appeal.
- The outcome of the review
- If your complaint is upheld, how we intend to rectify the situation
- If your complaint is not upheld, our reasons for coming to this decision
- If you remain unhappy with our final response, steps below you can take to appeal your complaint.

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For Debt Recovery cases you may contact either:

- The Financial Conduct Authority
- Financial Ombudsman Service

For High Court Enforcement cases:

- The High Court Enforcement Officers Association

Direct Collection Bailiffs Limited

DCBL/CCP/010/0518

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