

Recovia Ltd Complaints Procedure

Effective Date: 21 March 2026

Company: Recovia Ltd

Company Number: 16956861

Registered Address: 3rd Floor, 86-90 Paul Street, London, England, United Kingdom, EC2A 4NE

Email: contact@recoviaholdings.co.uk

1. Purpose

Recovia Ltd (“we”, “our”, or “the Company”) is committed to providing **high-quality services** and ensuring all clients and stakeholders are treated fairly. This Complaints Procedure outlines the steps for raising, handling, and resolving complaints in a timely and transparent manner.

Our goal is to **resolve complaints quickly, professionally, and fairly** while continuously improving our services.

2. Scope

This procedure applies to:

- All clients, customers, or third parties who wish to raise concerns about our services.
 - All employees responsible for handling complaints.
 - All services provided by Recovia Ltd, including debt recovery, invoice management, and professional advice.
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3. What Constitutes a Complaint

A complaint may include:

- Dissatisfaction with the quality or timeliness of our services
- Unprofessional conduct or communication
- Billing disputes or errors
- Any breach of policy or perceived unfair treatment

We encourage clients and stakeholders to raise complaints **as soon as possible** after the issue arises.

4. How to Make a Complaint

Clients or stakeholders can raise a complaint using any of the following methods:

Email: contact@recoviaholdings.co.uk

Written Letter: Recovia Ltd, 3rd Floor, 86-90 Paul Street, London, EC2A 4NE

Information to Include:

- Your full name and contact details
 - Details of the complaint (dates, times, involved parties)
 - Any supporting documents or evidence
 - Desired resolution, if applicable
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5. Complaints Handling Procedure

Step 1: Acknowledgment

- Complaints are acknowledged within **2 working days**.
- The complainant will receive a reference number and the name of the person handling the complaint.

Step 2: Investigation

- All complaints are **investigated promptly** and fairly.
- The responsible manager will review all evidence, interview relevant staff, and assess the situation.

Step 3: Resolution

- We aim to resolve complaints within **14 working days**.
- The complainant will receive a written response detailing:
 - The outcome of the investigation
 - Any actions taken or planned
 - A timeframe for implementing corrective measures

Step 4: Escalation

- If a complaint cannot be resolved satisfactorily, it may be escalated to **senior management or the Director**.
 - The complainant will be informed of the escalation process and any further steps available.
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6. Confidentiality

All complaints are handled with the **strictest confidentiality**. Only personnel directly involved in the investigation or resolution process will access complaint details.

7. Record Keeping

- All complaints, investigations, and resolutions are **documented and retained for a minimum of 5 years**.
 - Records help identify trends, prevent recurrence, and improve service quality.
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8. Continuous Improvement

- Recovia Ltd reviews complaints regularly to identify **opportunities for improvement**.
 - Feedback from complaints may lead to:
 - Changes in policies or procedures
 - Additional staff training
 - Service enhancements
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9. Monitoring & Review

- This Complaints Procedure is reviewed annually by the Director to ensure effectiveness and compliance.
 - Changes will be communicated to all employees and published on the website if relevant.
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10. Contact Information

For complaints or inquiries:

Recovia Ltd

3rd Floor, 86-90 Paul Street, London, England, United Kingdom, EC2A 4NE

Email: contact@recoviaholdings.co.uk