Complaints Procedure

What you can expect from us

We take all complaints very seriously. If you have felt the need to complain, we are sorry that our actions have caused you concern. Our priority is to understand what has happened, learn from the situation, and improve our service.

We will:

- Listen to your complaint carefully

- Treat you fairly, honestly and proportionately

- Aim to resolve matters as quickly as possible

This procedure explains, in plain language, what you can expect from us.

Purpose of This Procedure

The purpose of our complaints process is to reach a conclusion that is fair and mutually acceptable for both you—the complainant—and us, as a company entrusted with enforcing judgments and orders.

Who Can Complain

Any individual affected by enforcement action undertaken by an accredited firm may make a complaint. This includes:

- The person who is the subject of enforcement

- Any person reasonably affected by the actions of an accredited enforcement firm

What Is a Complaint?

A complaint is an expression of dissatisfaction that requires a response. It will relate to:

- The service you have received

- Actions or inaction by our company or our staff

- A negative impact caused by our conduct

Please note:

- Everyday queries or service requests are not complaints.

- We cannot consider complaints about the claimant/creditor's actions or how the debt originally arose.

- We can only consider complaints raised within three months of you becoming aware of the issue.

Complaints We Cannot Consider

We may decide that it is not appropriate for us to deal with a complaint where it relates to:

- The behaviour of the claimant/creditor

- A complaint we have already fully considered

- Matters subject to ongoing or completed legal proceedings

- Issues more suitable for court

- Matters being considered by another organisation

- Commercial or contractual disputes

Complaints we cannot consider:

We may decide that it would not be appropriate for us to consider a complaint.

For example, it would not usually be appropriate for us to consider a complaint where:

- It relates to the behaviour of a claimant/creditor
- We have already considered the complaint and provided a decision about it
- It relates to a matter where legal proceedings have been launched, or that has already been considered by a court, or which would be more appropriately considered by a court
- It relates to a matter that is being considered by another organisation
- It relates to contractual or commercial matters

We would also not consider complaints relating to the legitimacy of a debt being passed to enforcement agents:

- Complaints about whether a writ is legal, as this is a matter for the Courts to decide
- Complaints about the amount being enforced for on the writ. This should be directed to the judgment creditor or the Court
- Complaints about the law, rather than the enforcement action of the High Court Enforcement Officer, or the enforcement agent, as this is a matter for the Court
- Complaints that are awaiting an outcome from the Courts
- Complaints that are awaiting an outcome from a Police or other enquiry

How to Make a Complaint

You can submit your complaint by:

Email: Enforcement@rosanandcompany.com

Telephone: 02086881123

Post:

Complaints Officer

Rosan & Company, Arlington Road West, Hailsham, East Sussex, BN27 3RE

Information to include:

- Your full name

- Business name (if applicable)

- Home and/or business address

- Our reference number

- Parties to the writ

- Date(s) our enforcement agent attended

- A clear statement of your concerns

- Supporting documentation

- What outcome you are seeking

We ask that you stick only to the facts and avoid speculation.

Support When Making a Complaint

You can seek support from a family member, friend or advice organisation. Free, **independent organisations include:**

National Debtline

https://nationaldebtline.org/

Business Debtline

https://www.businessdebtline.org/

Citizens Advice

https://www.citizensadvice.org.uk/

StepChange Debt Charity

https://www.stepchange.org/?gclid=23c5e72731a81e8d8eaf806fa79c620b&gclsrc=3p.ds&msclkid=23c5e72731a81e8d8eaf806fa79c620b&utm_source=bing&utm_medium=cpc&utm_campaign=B%3A%20Brand%20Core%20(Desktop)&utm_term=stepchange%20debt%20charity&utm_content=B%3A%20UK%20-%20Brand%20Core%20(Desktop)%20-%20Step%20Change

Christians Against Poverty

https://capuk.org

Community Money Advice

https://www.communitymoneyadvice.com

Debt Advice Locator Tool

https://debt-advice-locator.moneyhelper.org.uk/en/question-1

The Enforcement Conduct Board (ECB) may also be able to help.

https://enforcementconductboard.org

If you are a **third party** and assisting someone, please ensure that written authority is provided on behalf of the complainant.

Our Complaints Process

1. Acknowledgement

We will acknowledge receipt of your complaint within two working days and confirm how it will be managed, including the relevant timescales.

2. Informal Resolution Where possible, we will seek to resolve your complaint informally within five working days. We will normally contact you by telephone unless you request an alternative method of communication.

3. Formal Investigation

If the matter is complex or cannot be resolved informally, we will progress to a formal investigation. This may involve:

- Reviewing body-worn video footage

• Listening to call recordings

• Examining case notes and correspondence

We aim to conclude the formal investigation within 20 working days. If exceptional circumstances require additional time, we will notify you accordingly.

4. Outcome

Once our investigation is complete, we will provide you with a written decision detailing our findings and conclusions.

If You Are Not Satisfied

If you remain dissatisfied after we have completed our formal process, you may refer your complaint to the Enforcement Conduct Board (ECB). Full guidance on how to do so will be provided with our final response.