



Corporate Complaints Procedure

Chandlers Limited
Chandlers House
2 Southlands Road
Bromley, Kent
BR2 9QP

1. Introduction

Our Complaints Procedures provides as an integral part of our commitment to put the client/customer/charge payers and defendants at the heart of everything that we do under the British Standard ISO 10002: 2014 certification Chandlers holds. We use complaints to demonstrate listening to our customers and also to support service improvement.

ISO 10002:2014 provides guidance on the process of complaints handling related to products and services within our organisation, including planning, design, operation, maintenance, and improvement.

The complaints-handling described is suitable for use as one of the processes of an overall quality management system under our British Standard 9001 Quality Management certification.

ISO 10002:2014 addresses the following aspects of complaints handling:

- enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and strengthening the organisation's ability to improve its product and customer service;
- top management involvement and commitment to adequate acquisition and deployment of resources, including personnel training;
- recognising and addressing the needs and expectations of complainants;
- providing complainants with an open, practical, and easy-to-use complaints process;
- analysing and evaluating complaints to improve the product and customer service quality;
- auditing of the complaints-handling process;
- review the effectiveness and efficiency.

We want to develop our service, so that we can continually grow and improve and that the management of complaints is an integral part of this. We think they can be a rich source of information about how our performance is perceived and how it can be improved and we will apply learning accordingly.

This procedure will be used to deal with all complaints which are not covered by other processes it is, therefore, one of the principal mechanisms by which client/customer/charge payers and defendants can provide feedback regarding our service delivery.

We will treat all our client/customer/charge payers defendants with fairness and respect, take all complaints seriously, we will do all we can to make sure that the relationship that customers have with Chandlers Limited is a positive one.

Chandlers are committed to promoting equality of opportunity. We want to ensure that all client/customer/charge payers defendants of the diverse community that we serve, can access our Complaints Procedure and we will undertake monitoring to ensure that this is the case.

Compliments, commendations and comments will be dealt with under our "Customer Service Standards".

Time Scales and Complaints Process

Chandlers have a 2 stage complaints process. Your initial complaint is to Chandlers, by phone, e-mail or in writing.

Your complaint will be acknowledged within three working days, and thoroughly investigated by the Complaints Manager, and you will receive a full written response within 15 working days.

Chandlers endeavour to get things right in the first instance, but we are aware that things can go wrong. Therefore we have a level of escalation depending on the complaint if upheld an apology and a gift as a gesture of goodwill to a full and comprehensive compensation award policy dependent on the type of seriousness, and reason of the complaint and Chandlers have insurance for such situations.

2. The role of the Corporate Complaints Service

Chandlers have a Corporate Complaints Manager Miss Rebecca Hughes E-Mail rebecca.hughes@chandlers.ltd.uk whose role is to manage complaints across the company and ensure that we learn from the complaints that we receive. The Corporate Complaints Manager oversees the Complaints Procedure and provides the consistency of its application across the business.

Additionally, the Corporate Complaints Manager is responsible for collating, monitoring and reporting on complaints received; is the first point of contact for clients/customers/charge payers and defendants who have any queries about the Complaints Procedure and guides staff on appropriate training, to support complaints handling and resolution.

3. Objectives of the Complaints Procedure

To provide a means by which customers can express dissatisfaction with the quality or standard of Chandlers services

To be accessible to everyone wishing to provide feedback, by the Chandlers Equality and Diversity strategy

To ensure those who complain are dealt with promptly, fairly, openly and honestly

To ensure complaints are acted on with the focus on complainants desired outcomes where these are realistic and achievable

To resolve complaints quickly and as close to the point of service delivery as is acceptable and appropriate

To provide Chandlers Officers with information to monitor the quality and performance of service delivery

To ensure that employees of Chandlers understand the objectives and requirements of the procedure and the scope in handling complaints

To support a culture of continuous improvement and to ensure that learning is applied to improve service provision

To provide flexibility in resolving complaints with an option to suspend the complaints process where alternative methods of resolution can be e.g. mediation.

4. The scope of the Complaints Procedure

The Corporate Complaints Procedure is intended to cover issues such as:

- A failure to provide a service at the level or standard expected by the Chandlers.
- The unhelpful attitude of an employee
- A failure to answer a query or respond to a request for service with the timescales set out in the Customer Care standards.
- A failure to follow the policies and procedures of Chandlers Limited.
- A failure to consider all relevant information in coming to a decision
- A failure to inform people of their rights

- A failure to provide information or the right information promptly.

Where a complaint involves an allegation of misconduct including unfair discrimination (in particular harassment on the grounds of age, disability, gender, gender identify, race, religion or belief or sexual orientation) the complaints procedure will be used to establish whether a disciplinary investigation should take place.

At which point, the matter will be considered with under the Disciplinary Policy and Procedures.

5. Principles of the Complaints Procedure

- We will deal with all complaints promptly
- We will be fair, open and transparent in dealing with complaints
- We are committed to ensuring equality of opportunity and access for all people.
- We will treat all complaints positively
- We will promote learning and apply lessons learnt
- We will use complaints to improve our services
- We will be flexible in our approach to complaint handling
- We will review and monitor complaints to ensure that our procedures are accessible to all groups
- We will make sure that personal information relating to complaints is kept secure by relevant legislation
- We will aim at all times to meet the principles above, but in return, we ask complainants to:
 - Treat our staff with respect
 - Be honest and accurate with the information they provide
 - Supply us with more details, if we ask for it

6. What is a complaint?

a. Definition of a complaint

A Complaint is an expression of dissatisfaction about Chandlers services that require a response. It does not matter whether that service is provided directly by the Chandlers or by a contractor or partner.

b. What can be complained about?

Any service provided by Chandlers whether provided directly or by a contractor or partner providing it is not covered by other complaints or appeal procedures – see section c) below.

c. Who can complain?

Anyone who is likely to be affected by our decisions, actions or inactions or the bona fide representative of such a person.

d. Complaints Recording

The procedure assumes that Chandlers will be given a reasonable opportunity to provide a service before a customer's complaint is recorded as a complaint under this procedure.

e. Complaint grading

All complaints will be scored according to seriousness and likelihood of occurrence. This grading will determine the time available for and method of investigation of your concerns.

7. Equality and Diversity

We aim to make the complaints procedure inclusive and accessible to all by:

- Providing information in alternative formats including Braille, audio tape and minority languages, on request
- Promoting and arranging advocacy or other support needed
- Providing a telephone interpreting service
- Providing access to signing and other interpretative services
- Promoting the procedure to underrepresented groups

Complainants will be invited to provide information as part of the feedback process, to enable us to monitor use of the procedure and to identify changes to the system to improve access to it.

8. How can you complain?

Comments, compliments, commendations and complaints can be made in writing, by telephone, via Chandlers website, by email or in person and can be supplied at any of Chandlers establishments. For prompt attention, all complaints filed by post should be sent to the Corporate Complaints Manager at the address below. Complaints may be submitted anonymously and will be treated seriously, but this may affect our ability to investigate the complaint and means we would be unable to liaise with and feedback information to the complainant.

Anyone wishing to submit a comment, compliment, commendation or complaint should do so by one of the following methods:

By writing to:
Chandlers Limited
Corporate Complaints Manager
Chandlers House
2 Southlands Road
Bromley, Kent
BR2 9QP

By telephoning:
020 8290 0866

E-Mail
Corporate Complaints Manager Miss Rebecca Hughes E-Mail
rebecca.hughes@chandlers.ltd.uk

Via Chandlers website (online form or email addresses available) <http://www.chandlers-bailiffs.co.uk>

9. What happens when we receive your complaint?

When a complaint is received, it will be assessed and will be allocated to an investigating officer.

We will acknowledge your complaint within three working days of receipt and frequently provide details of the investigating officer and a date by when a response will to be provided.

If it's not possible to do this within three working days, a simple acknowledgement will be sent, and the other information will be sent within seven working days of receipt.

We will make every effort to resolve your complaint as soon as possible.

Depending upon the assessment of the complaint, a final response will be provided 14 days from receipt. If we have to extend the timescale once an acknowledgement has been sent, you will be informed.

10. What can you do if you are not satisfied with our response?

Customers who are unhappy with the response received from Chandlers can ask the Association of Civil Enforcement Agencies to investigate their complaint and the way in which it has been handled. The contact number for the C.I.V.E.A is 0844 8933922 or to download a complaints form <http://www.civea.co.uk/complaints/>

The CIVEA Complaints Procedure

Part 1 - Action by the member

1. Each complaint will be acknowledged within ten working days of its receipt.
2. The member's response will be sent within 28 days of its original receipt.

Part 2 - Action by the Association

3. The Director-General will acknowledge any complaint within ten days of its receipt. Those complaints which have not previously been referred to the member concerned will be so referred, and the complainant informed accordingly. (Procedure reverts to Part 1 above).

4. Where a complaint has previously been sent, in writing, to the member company by the complainant (see Part 1 above) but the complainant is dissatisfied with their written response the complaint will be investigated by

the association. A detailed response will be sent to the complainant within 14 days of receipt, by the Director-General, of a report from the member company.

5. Where the Director-General identifies that there may be potential for speedy resolution of the complaint this will be investigated before proceeding to the next stage.

6. The Director-General will copy the complaint to the Directors of the CIVEA for their consideration who will reply to the Director-General within 28 days. In the event of the complaint being against a member company of one of the Directors of CIVEA that member company will not be involved in the decision-making process. The Director-General will act on the complaint when he has at least three responses from the Directors.

7. If the Directors uphold the complaint, the Director-General will invite the member to reconsider their earlier reply and to write to the complainant directly. If the complaint is not upheld, the Directors will decide whether the matter can be referred to an independent panel, if the complainant wishes it to be so referred. The Director-General will notify the complainant accordingly.

Part 3 - Action by the Independent Panel

8. If the complainant is still not satisfied, he/she may ask the Director-General for the complaint to be referred to the independent panel mentioned in the leaflet. The Director-General will arrange this if previously agreed by the Directors (see seven above).

9. The Panel will consider the complaint by the written evidence before them and also consider hearing a complainant in person if so requested. If in person, the Panel may also accept any legal or other representation as it pleases. The date and time of this Panel hearing are at the discretion of the association.

10. The Panel will have the power to recommend if they feel that it is justified, that the company:

- remits, refunds or reduces any fees paid; or
- pays compensation based strictly on an assessment of the actual loss incurred;
- or both; and/or

it may make any other recommendation that it feels appropriate.

11. The Panel's decision is final.

12. The complainant will be notified of the Panel's findings by the Director-General who will first ask if the complainant is prepared to accept them in full and final settlement of his/her claim.

13. It will be for the company concerned to take any action recommended by the Panel. If the complainant does not accept the findings, then no payment will be made, and no further action will be taken.

11. What will we do following the investigation of your complaint?

All complaints will be reviewed to determine whether there are any lessons to be learnt from the investigation. Where this is the case, these will be implemented to improve the service be shared across service areas where there is a benefit in doing so. The implementation of lessons learnt will be monitored to ensure that opportunities for improvement are not missed.

After we have sent the response to you, we will contact you again at a later date to invite you to complete a customer satisfaction survey which asks you to comment on the handling of your complaint. The information you provide will help us to determine what improvements we can make to the handling process in the future. Any information provided will, of course, be treated as confidential.

12. Exclusions from the Corporate Complaints Procedure

It is essential that customer's complaints are dealt with efficiently and this includes ensuring the correct procedure is used to make sure that the rights of the individual are protected and that there is no interference with another procedure or process that may take precedence.

The Corporate Complaints Procedure does not cover:

Requests for information regarding, or explanations of, Council policy or practice.

Requests that fall under the Data Protection Act, Freedom of Information Act, Environmental Information Regulations or which are covered by any other legislation.

Matters for which there is a right of appeal, for example, where there is an appeal process within Chandlers business policy's or to an independent tribunal, or a legal remedy.

A complaint relating to a claim of public liability will not be dealt with under the complaints procedure.

A complaint will not be considered, or further found, through this procedure were in relation to the substance of the complaint:

- The complainant has withdrawn it, unless the Chandlers decide that there is merit in pursuing the complaint, e.g., to identify any lessons learnt
 - It repeats a complaint that has previously been considered through the complaints procedure
 - It is being or has been investigated by the Local Government Ombudsman under section 26(1) of the Local Government Act 1974
 - It is unclear
 - It is vexatious or frivolous
- Where the subject of complaint relates to events more than one year before the date Chandlers receives the complaint unless:
- a) Chandlers are satisfied that it would not have been reasonable to expect the complaint to have been made earlier than it was and
 - b) although there had been a delay in making the complaint it is still possible to consider the complaint effectively and fairly
- Where Chandlers decides that consideration, or further consideration, of the complaint under these procedures, would prejudice the conduct of any proceedings or investigation falling under the following sections a) – d) below:
- a) the complainant has stated in writing to Chandlers that he is taking or intends to make, proceedings in any court or tribunal
 - b) Chandlers are taking or proposing to make, disciplinary proceedings against any person connected with the matter complained about
 - c) Chandlers have been notified that any person is investigating contemplation of criminal proceedings; or
 - d) Chandlers have been notified that criminal proceedings are pending

Where this is the case, the action being taken under paragraphs a) to d) will be known as a 'concurrent consideration'. Chandlers will advise a complainant in writing why a complaint has been excluded from these procedures and state what the 'concurrent consideration' is that has resulted in the exclusion.

If a complaint is excluded from these procedures, we will write to you to explain the reasons for the exclusion.