

## Complaints procedure

At High Court Writ Recovery, we are committed to providing a high standard of service and treating all parties fairly. We value feedback and take complaints seriously, using them as opportunities to improve our services. Our complaints procedure is designed to ensure that any concerns are addressed promptly and fairly.

### **What is a Complaint?**

A complaint is any expression of dissatisfaction about the standard of service, actions, or lack of action by our company or staff, affecting an individual or group. This includes issues related to our enforcement actions, communication, or any aspect of our operations.

### **What is NOT a Complaint?**

On occasions, we are contacted about an issue that isn't a complaint. Examples:

- **Service Requests** - If you ask us to take action, such as reconsidering a payment plan, this is a request for service, not a complaint.
- **General Feedback** - If you share an opinion but do not require a response, this is considered feedback, not a complaint.

Here are some complaint matters that we are unable to investigate or consider.

- Complaints that have already been investigated and a decision issued by us.
- Any complaint that relates to the origin of the debt, or in relation to disputes with the claimant.
- Matters that are subject to a formal police investigation.
- Questioning the legal basis for the writ of control.

### **How to Make a Complaint**

You can submit your complaint through any of the following methods:

- **Email:** Send your complaint to [complaints@highcourtwritrecovery.co.uk](mailto:complaints@highcourtwritrecovery.co.uk)
- **Telephone:** Call us on 03330 341 638 where one of our operatives will take details of the complaint, and if required, they will raise this with our complaints department.
- **Post:** High Court Writ Recovery  
PO Box 816  
Waltham Abbey  
EN8 1RG

When submitting your complaint, please ensure that you include the following information to help us address your concerns effectively:

- Your full name, address, and contact details.
- Our reference number related to your case. This is a six digit number starting with a 1.
- A detailed description of your complaint, including relevant dates, times, and names of personnel involved.
- Any supporting evidence or documents.
- The resolution that you are seeking.

## **Complaints Process**

Our complaints process consists of the following stages:

### **1. Acknowledgment**

We will acknowledge receipt within two working days. This acknowledgment will confirm that we are reviewing your complaint and provide an estimated timeframe for our response.

### **2. Investigation and Resolution**

A thorough investigation will be conducted. This may consist of reviewing relevant documentation, listening to call recordings, or viewing body-worn camera footage where applicable. We aim to resolve straightforward complaints informally within five working days, and formally for more complex issues, within twenty working days (unless, in exceptional circumstances, a longer period is required to investigate the complaint appropriately).

### **3. Response**

On conclusion of the investigation, we will provide you with a detailed response outlining our findings and any decision we will take to resolve the issue.

### **4. Review**

If you are dissatisfied with our initial decision, you can request a review by a senior member of our team. To assist with the review, please explain why you disagree with the initial decision and provide any additional information that might help us.

### **5. External Appeal**

If you remain dissatisfied **after** the internal review, you may refer your complaint to the Enforcement Conduct Board (ECB) or the High Court Enforcement Officers Association (HCEOA), depending on the nature of your complaint.

Please note that any complaint must be escalated to the ECB within one month of our final decision being issued; otherwise, it will be treated as out of time.

- **Enforcement Conduct Board (ECB):**  
Website: <https://enforcementconductboard.org>
- **High Court Enforcement Officers Association (HCEOA):**  
Website: <https://hceoa.org.uk>

## **Support and Assistance**

If you require additional support in making your complaint, and do not have friends or family who are able to assist you, the following organisations offer free and independent advice and support:

- StepChange
- Citizens Advice
- National Debtline
- Christians Against Poverty
- Business Debtline
- Debt Advice Locator Tool
- Community Money Advice
- The ECB may also be able to assist you.

We are dedicated to resolving complaints fairly and promptly. By following this procedure, we aim to address your concerns effectively and improve our services.