

CIVEA cannot deal with

complaints:

- unless the complainant has previously attempted to resolve the matter in writing directly with the member
- unless the complaint is in writing
- if the company or agent is not a member of the association
- that concern the validity of the warrant or order made by a court or the sum (not fees) due under it
- that is an allegation of a criminal offence (these must be referred to the Police)
- where the complaint is to be dealt with by a court

Please print the name of the company that the complaint is made against

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.....

I, the undersigned, hereby authorise the Director General of the Civil Enforcement Association to obtain any information held on me by the above named agency in order to investigate the complaint herein in accordance with the Data Protection Act 1998.

Signed:

Date:

About the Association

The Civil Enforcement Association (CIVEA) was formed by the merger of the Enforcement Services Association (ESA) and the Association of Civil Enforcement Agencies (ACEA) and aims to promote higher standards in the civil enforcement business, which is the collection of money due under court orders or other civil debts. Association members are companies who employ certificated bailiffs and other enforcement staff. All have agreed to co-operate to provide an independent complaints procedure. This means that you can have your complaint considered by people who have no connection with the company collecting the money from you.

What you need to do

To have your complaint reconsidered complete the form in full and send to:

**Director General
The Civil Enforcement Association
513 Bradford Road
Batley
West Yorkshire
WF17 8LL**

Remember to include:

- the specific details of your complaint;
- precise information about any financial loss, stating how much you are claiming and why; and
- any other relevant documentation, including a copy of any correspondence between yourself and the company about this complaint.
- Please do not include original papers, unless specifically requested by the Association. Papers are not returned and will be shredded after the complaint has been finalised.



Complaints Procedure

This leaflet tells you what to do if you want the complaint that you have made against the company to be reconsidered by the Civil Enforcement Association

This leaflet contains an abridged version of the procedure. The full procedure can be obtained from the CIVEA website www.civea.co.uk or by sending a S.A.E. to the Director General

What happens next?

The Director General will acknowledge your complaint within 7 days of receiving it. Where he identifies potential for speedy resolution of the complaint he will explore this before proceeding to the next stage.

The complaint, if not resolved by the Director General, will then be considered by three of the Association's Executive Council. None of them will have any connection with the company involved in your complaint. If they feel that the company's decision/action was wrong, they will suggest a possible remedy e.g. the return or remission of fees and invite the company to reconsider its original decision.

If the complaint is not upheld the Council members will decide whether the matter can be referred to an independent panel, should you wish to do so. Reasons will be given if this course of action is not allowed.

Both you and the company will be sent a letter setting out the Council members' decision within 28 days.

Appeals - The Panel

Panel members will be experts in civil enforcement practice and procedure. None will have any connection with any member company of the Association. The date, time and location of the Panel hearing will be set by the Panel members.

The option of putting your complaint to them in person may be considered although, normally, the procedure will be based upon the examination of the documents provided by you and the member company concerned.

Complaint Summary

If the Panel upholds your complaint they can recommend that the company concerned:

- remits, refunds or reduces fees you have been charged; or
- pays compensation based upon their strict assessment of the actual financial loss you have suffered;
- or both; and/or

it may make any other recommendation that it feels appropriate.

You will be informed in writing about the Panel's findings. Their decision is final.

If the Panel recommends that you be paid compensation then, before it can be paid, you will be asked to confirm, in writing, that you accept the amount suggested in full and final settlement of your complaint. It will be for the company concerned to take any action recommended by the Panel, including the payment of compensation.

Your details

Name:

Address:

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Daytime Tel No:

Member Company Case Reference Number(s)

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Conduct of the Enforcement Agent

Conduct of Office Staff

Correspondence from Company

Fees and Charges

Disputed Visits

Failure to follow correct procedures

I am not responsible for the debt

Court order obtained in error

Payment arrangements unrealistic

Illegal seizure of goods

Other (please state)

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Give brief details on a separate sheet.