

## **JTR COLLECTIONS COMPLAINTS POLICY**

### **1. General Policy Statement**

JTR Collections Limited understands that receiving a letter or visit from an Enforcement Agent can be stressful. We aim to make this process as professional and straightforward as possible to minimise distress. On occasions where our high standards are not met, a complaint may arise. We welcome all feedback, treat every complaint seriously, and investigate each one fairly and thoroughly in accordance with this procedure. If we are at fault, we will apologise and take appropriate steps to resolve the issue. We also aim to learn from complaints to improve our service.

### **2. Purpose**

This procedure aims to:

- Ensure all complaints are acknowledged, documented, and fully investigated in a consistent and fair manner.
- Ensure complaints are resolved promptly, with a clear explanation provided and remedial measures taken where appropriate.
- Offer a clear escalation process if a complainant is dissatisfied.
- Ensure complaints are reviewed and used to improve our service.

### **3. Scope**

This procedure applies to all complaints received by JTR Collections Limited from any source.

### **4. Definition**

A complaint is defined as any expression of dissatisfaction with our service.

### **5. Responsibilities**

#### **5.1 Customer Service Assistants and All Customer-Facing Staff**

Any member of staff receiving a verbal complaint should attempt to resolve it immediately. If unresolved, a complaint form must be completed and forwarded to the Operations Manager. A record should also be made on the CIVICA Collect case management system, with relevant documentation scanned onto the account.

#### **5.2 Operations Manager**

Responsible for:

- Investigating and responding to all Stage 1 complaints.
- Identifying and implementing corrective/preventative actions.
- Maintaining and updating the complaints register.
- Referring completed complaints to the Ethics Committee.
- Ensuring actions from the Ethics Committee are implemented.
- Ensuring compliance with this procedure.

### 5.3 Ethics Committee

The Committee, led by an independent enforcement specialist, is responsible for:

- Reviewing and responding to Stage 2 complaints.
- Making recommendations to the Operations Manager based on complaint outcomes.
- Analysing trends and advising on process improvements.

## 6. Complaints Procedure

### 6.1 Informal (Non-Written) Complaints

Many complaints arise from a lack of understanding of enforcement powers. These can often be resolved through explanation. If unresolved, the customer will be advised to submit a written complaint. Where a customer is unable to do so (due to disability, literacy, or language barriers), staff will assist in recording the complaint.

### 6.2 Stage 1 – Written Complaints (Informal Response)

- All written complaints (email/post) are forwarded to the Operations Manager.
- A unique reference number is assigned, and clients notified within 2 working days.
- An initial response (which may be a holding email if escalation is required) is issued within 2 working days.
- If the complaint involves an Enforcement Agent, a detailed report will be compiled and made available.
- Copies of all correspondence are saved to the CIVICA Collect system and sent to the client on the day of despatch.

### 6.3 Stage 2 – Formal Investigation by Ethics Committee

- If the complainant is dissatisfied with the Stage 1 outcome, they may escalate to Stage 2.
- The complaint is recorded and forwarded to the Ethics Committee.
- A detailed response will be issued within 10 working days, or an acknowledgment provided if more time is needed.
- Any findings requiring action will be sent to the Operations Manager for implementation.

**6.4 Extraordinary Circumstances** In situations where circumstances beyond our control prevent us from providing a full response within the standard 10 working day timeframe, we will:

- Notify the complainant as soon as it becomes clear that a delay is likely.
- Clearly explain the reason for the delay. This may include waiting on third-party statements, body-worn video footage, or other essential information not in our immediate control.
- Provide an estimated timeframe for when a full response will be issued.
- Continue to update the complainant until a full response is provided.

**6.5 Escalation beyond Stage 2** If the complainant is still not satisfied with the Stage 2 response, they may escalate their complaint to the Local Authority client or to the Enforcement Conduct Board (ECB).

To contact the ECB and learn how to submit a complaint:

- Visit: <https://enforcementconductboard.org/contact-us/>
- Email: [complaints@enforcementconductboard.org](mailto:complaints@enforcementconductboard.org)

## **7. Preventative Action**

- All complaints are reviewed to determine root causes.
- Actions are taken to prevent recurrence and recorded on the complaint form.
- The Ethics Committee regularly reviews complaints to identify trends and make recommendations.

**8. Accessibility** This policy is available to any interested party upon request.

**9. Record Keeping** All complaint correspondence is retained for six years before secure disposal.