



Parkinson Bailiff Services Ltd

PBS Complaints procedure

A step-by-step procedure to making a complaint about enforcement agents (EAs).

This document explains the procedures that we will normally follow when handling complaints we receive about an EA. However, we do reserve the right to vary the procedure in any individual case to meet its individual circumstances.

Making a complaint

1. You can make a complaint if you are affected by the EA's behaviour, or if you have experienced or witnessed the EA's behaviour. We will consider complaints from:
 - a. Landlords who are owed arrears of commercial rent
 - b. Tenants who owe arrears of commercial rent or service charges and insurance
 - c. Other people who are affected by the EA's behaviour
 - d. An EA about another EA

You can make a complaint on behalf of someone else, so long as they have given you permission to do so. In exceptional circumstances, a member of your family or someone closely connected to you may make a complaint, without having to get your permission to do so (for example, if you were not able to give permission because you are under age or too ill to manage your own affairs).

2. You must make any complaints to us in writing, either by post or by email.
3. Emailed complaints should be sent to our Complaints Officer using the email address:
complaints@parkinsonbailiff.co.uk.

4. Postal complaints should be sent to:

The Complaints Officer
Parkinson Bailiff Services Limited
The Lodge to Shaw Hill
177 Preston Road
Whittle-le-Woods
Lancashire
PR6 7PR

5. If you are not able to make a written complaint to our Complaints Officer (for example, if you have a disability), you may phone our Complaints Officer on 08450 090909 and they will make a written record of your complaint.
6. When writing your complaint, you should include the following:
 - Your full name and contact details
 - The name of the EA about whom you are complaining
 - The address at which the incident about which you have a complaint took place.

- The date on which your complaint arose
 - Any reference numbers you know which relate to the incident
 - Any other details which may help us to identify the agent and the case relating to your complaint
 - If your complaint is about our administration you should include the reference number on any paperwork you have received
7. **Your letter** should explain as clearly as possible, what your complaint is about, how you have been affected by the incident and what you feel should have been handled differently.
8. **Anonymous Complaints** If you wish to make an anonymous complaint it will be dealt with under the same procedure, however it is better if you can provide contact details so we can tell you the outcome of our investigation.
9. **The Complaints Officer** has overall responsibility for dealing with complaints made about our service. We will provide as far as is reasonably practical, any help you need in understanding our complaints procedure and advice on where to find that help.

10. **How we handle Complaints**

The Complaints Officer may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 7 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

11. **Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly

12. **Further steps**

Once we have dealt with your complaint, if you are not happy with the outcome, and your complaint relates to a particular EA, you can refer your complaint to the Court at which the EA in question was granted his or her EA Certificate. Court details can be obtained from our Complaints Officer.

If your complaint is about something else you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:

Tel: 0300 061 0614

Website: www.lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Signature: *P A Brookman*

Pauline A Brookman

Date: 26 February 2025

Position: Managing Director

This policy is reviewed on a periodic basis or upon a change of law