

COMPLAINT



“ An Enforcement Agent turned up at my house when only my mum and daughter were at home. Mum said he told her I owed money, was rude, swore and threatened to take the kids toys and TV away. He gave her a letter with all my details on to read. He had no right to discuss my business with her. ”

1

UNDERSTAND & PREPARE

Automatic routing to customer care

Independent management

PROCESS

CONTROL

Conduct allegation triggers priority allocation to Legal & Compliance Manager

CONTROL

Automated system tracking and reporting

CONTROL

Complaint logged & assigned

Robust procedures

PROCESS

ASSURANCE

Immediate case hold

Central control

PROCESS

CONTROL

Visit video recording viewed pre-contact

Informed engagement

PROCESS

100%
Case management by specialist, customer care agent (independent of operations)

Further enforcement action prevented

ISO 9001 accredited procedures

Legally qualified LC Manager

ASSURANCE

Video and audio recordings conflict with complainant account:

- Professional agent introduction, conduct and language
- Lady at the door was abusive
- No case details disclosed
- Letter in sealed envelope

Specialist handling

PROCESS

ASSURANCE

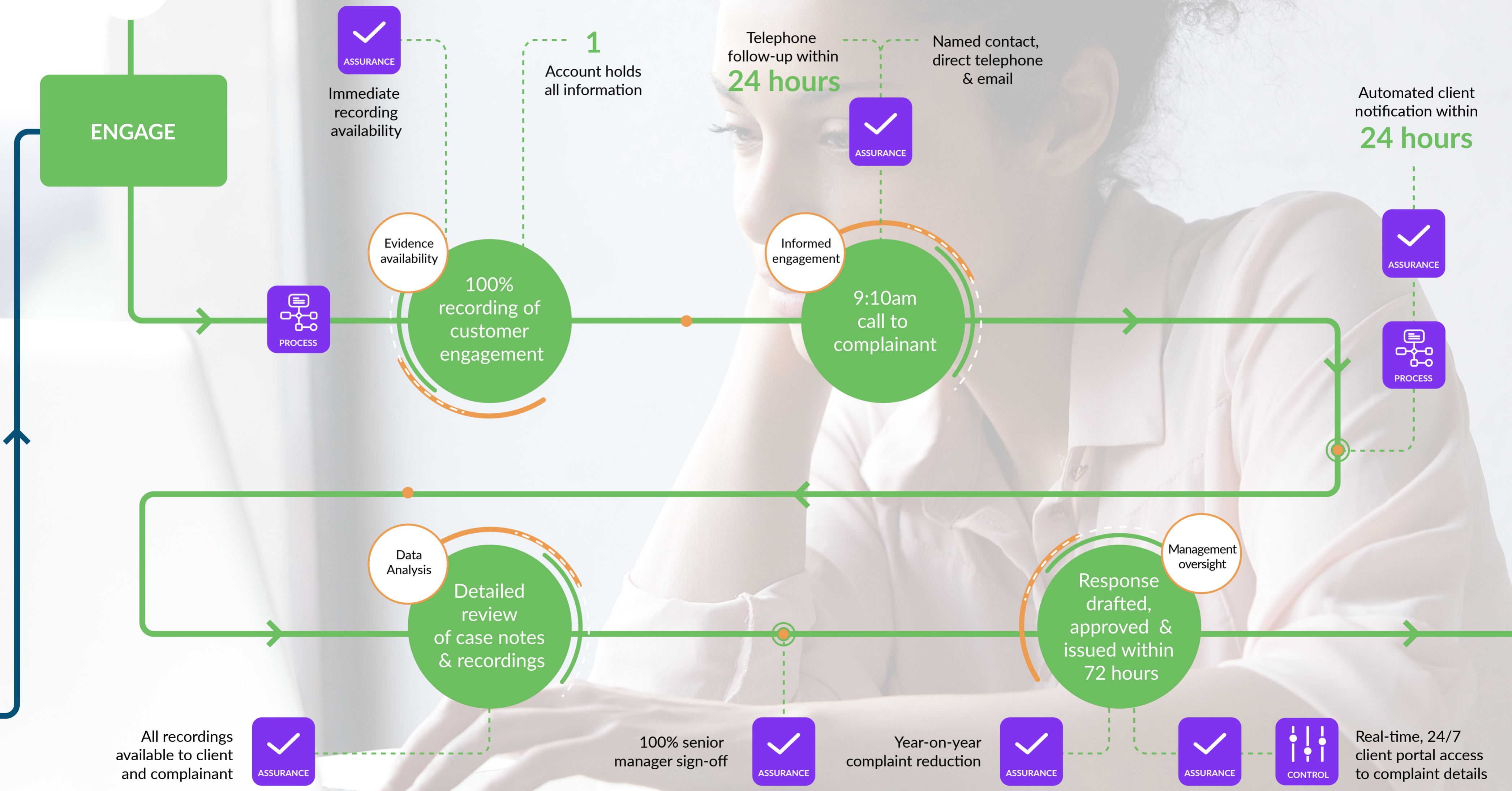
Full review by LCM within 4 working hours

CONTROL

“ Trevor from customer care rang me at 9:20 this morning. He asked about my complaint and ran through the process. He gave me his direct contact details. They have a recording of the visit which I can see/listen to and I'll get a written reply within 10 days. ”

2

ENGAGE



3

“ Spoke to Mum – the letter was in an envelope and she isn’t sure what was said. Obviously opened the letter and got a bit defensive. Received a reply back today, I’ve got 7 days to appeal but recording backs up their reply. Need to pay this, EA was actually OK but Mum got upset. ”

ENGAGE & IMPROVE

