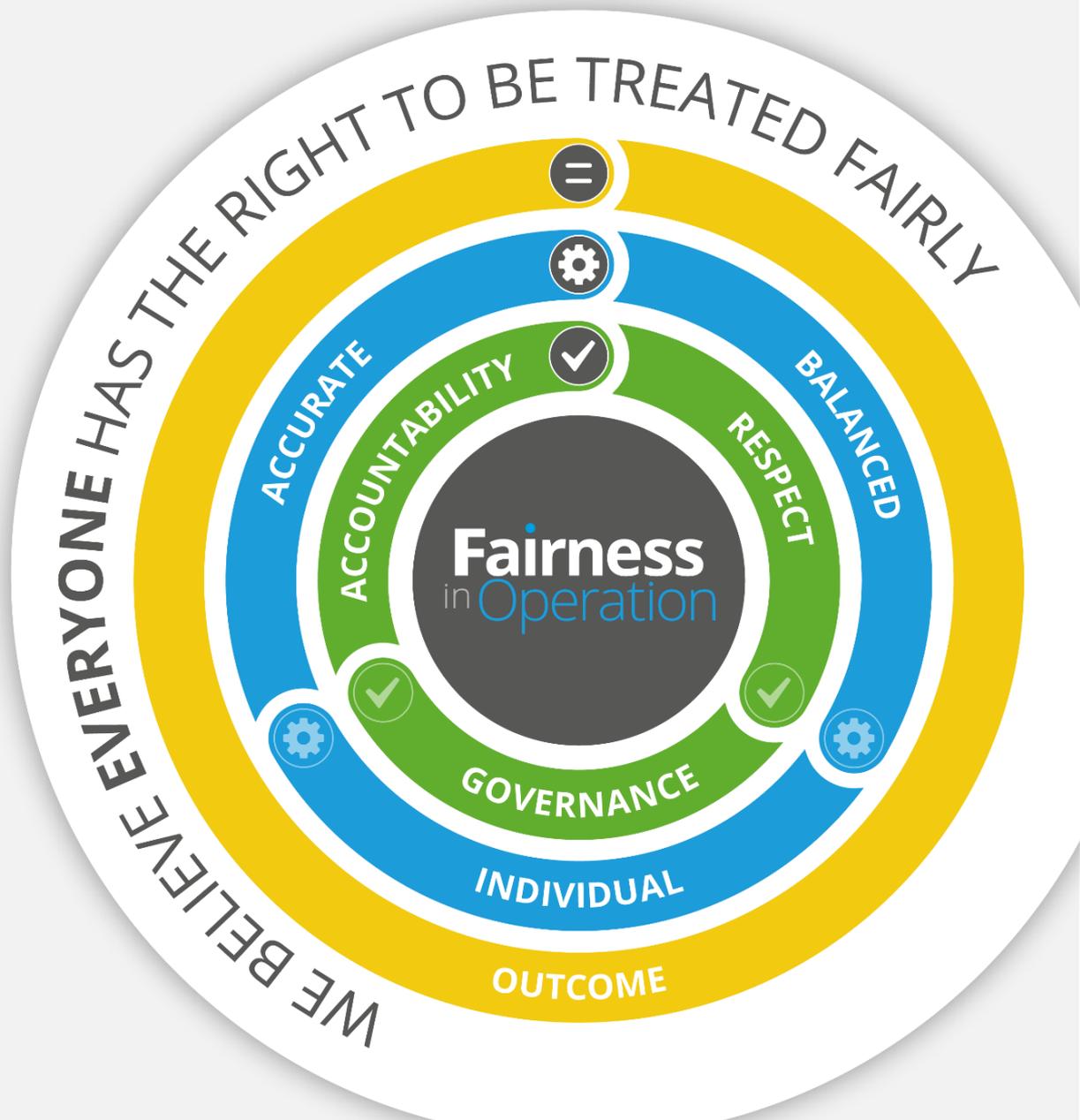


## CUSTOMER COMPLAINTS PACK

August 2020



# CDER Group Customer Complaints Procedure

## Introduction

CDER Group always aim to provide the highest quality of customer care in line with our Fairness Charter. Feedback from our customers is important to improve the quality of service we offer. Whenever a customer or their relative, a member of the public or a client is dissatisfied with the service that has been provided, and has raised a complaint or grievance, we ensure the case is thoroughly investigated and in a timely manner.

The attached complaints pack has been developed to ensure that we consistently handle all complaints in a professional and fair manner. It has been designed to capture the necessary information to allow us to assess the full scope of the complaint, provide a fair resolution and learn from any service failings.

## Definition of a complaint

CDER Group define a complaint as any expression of dissatisfaction with our services or a member of our team that requires a response, and in some cases a redress.

A complaint may be made about any of our services provided, a member of any of our teams including our Contact Centre and Enforcement Agents, the procedures we follow, or any fees we apply. To better understand the enforcement process, the legislation surrounding it including the applicable fees, please see the Frequently Asked Questions (FAQ) section on our website [www.cdergroup.co.uk/](http://www.cdergroup.co.uk/).

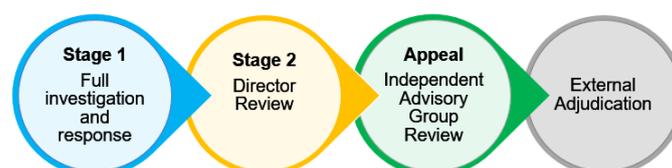
## What to expect

CDER handle all complaints or allegations of misconduct seriously. We understand the sensitive nature of making a complaint, and as such we will ensure that the process followed is proportionate and resolved quickly to avoid further distress.

Your complaint will be handled by a trained professional within our Complaints Team. They will ensure that your complaint is given a full investigation and assess all aspects of your complaint to provide a fair judgement.

## The complaints process

We follow a two stage complaints process that allows you to escalate your complaint through our management structure should you not be satisfied with the initial response provided and also offers the option for independent review and adjudication if necessary.



## Stage 1 – Initial Complaint

On receipt, your complaint will immediately be assigned to a member of our Complaints Team. We will acknowledge your complaint within 2 working days of receipt by your preferred contact method.

A Complaints Officer will conduct a formal investigation based on the information you have provided us and any information held within your case file. This may include recordings of any conversations between you and our Contact Centre, or video footage captured via our Enforcement Agent's Body Worn Camera. The Complaints Officer will assess all details of the case and review all aspects of your complaint in order to make a conclusion and form a response.

We aim to provide a full written response to all complaints within 10 working days. However, where a complaint is complex, it may not be possible to provide a response in this time. In this case, we will issue an interim message explaining that we will provide a full response in due course and state the reason for the delay.

The final response provided will set out our findings and state the reasons we have come to this conclusion.

- If CDER is not found to be at fault, an explanation to this effect will be provided.
- If CDER is found to be at fault then the final response letter will outline the company's position and may in some cases offer redress. We will also advise you of any remedial action taken as a result of your complaint.

## Stage 2 – What if I'm not satisfied with the decision?

If you are not happy with the response provided at Stage 1 or you feel that it has not properly addressed your concerns, you can request a management review of the complaint. A CDER Group Director will review your initial complaint and the response provided at Stage 1 to ensure that it has been thoroughly investigated and each point has been accurately addressed. They will decide whether they need to re-investigate the complaint themselves and will provide a response within 10 working days.

## Appeal Stage – Independent Advisory Group

Should you remain dissatisfied with the outcome of Stage 2 you can request an independent review of your complaint by our Independent Advisory Group. You can request an appeal by emailing [customercare@cdergroup.co.uk](mailto:customercare@cdergroup.co.uk) outlining the reasons why you remain dissatisfied. Your appeal will be escalated to the Independent Advisory Group who will contact you directly with the outcome of their review within 21 days.

## External Adjudication

CDER Group are confident we can resolve your complaint fairly and to your satisfaction. However, if you remain dissatisfied with the outcome of your appeal you have the option to escalate your complaint through an external adjudication. This may be through one of the two organisations below, depending on who the original debt was owed to.

Local Authorities (Councils) (including Transport for London)	Central Government (including Highways England)
<p>If your complaint relates to a local authority debt (eg Council Tax, NNDR, Road Traffic Penalty Charge Notice (PCN) you can escalate your complaint direct to the local authority.</p> <p>They will ask you what steps you have taken to resolve the matter with us, and the reasons why you feel our response has not been sufficient.</p> <p>If you remain dissatisfied with their response you can refer your complaint to the Local Government &amp; Social Care Ombudsman.</p> <p>Use the link below to find out more about their complaints process.</p> <p><a href="http://www.lgo.org.uk/make-a-complaint">www.lgo.org.uk/make-a-complaint</a></p>	<p>If your complaint relates to a Highways England Penalty Charge Notice (PCN), you have the option to escalate your complaint to our governing trade body – Civil Enforcement Association.</p> <p>Complaints to CIVEA can be sent by post to the following address:</p> <p>CIVEA PO Box 745 Wakefield, WF1 9RJ</p> <p>Please note that CIVEA will only investigate a complaint that has been formally investigated by CDER Group.</p> <p>For more information regarding CIVEA’s complaint process, please go to <a href="http://www.civea.co.uk/complaints/">www.civea.co.uk/complaints/</a></p>

### How to make a complaint

To ensure that your complaint is properly documented and to help us resolve your complaint faster, please submit your complaint using the complaint form provided, via:

**E-mail:** [customercare@cdergroup.co.uk](mailto:customercare@cdergroup.co.uk)

**Post:** Floor 9 Peninsular House,  
30-36 Monument Street,  
London,  
EC3R 8LJ

If you require any assistance in completing the form, please contact a member of our Contact Centre team on 0330 1070 023. (If your complaint relates to a Transport for London case, please contact us on 0330 1070 024, and for Highways England DartCharge 0330 1070 025)

### Accessibility

Please specify within your complaint if you require our response in an accessible format, such as braille, large print, or translated.

If you are unable to provide details of your complaint in writing or have difficulty communicating with us you can arrange an appointment with one of our Senior Complaint Officers, via telephone or video link, by contacting [customercare@cdergroup.co.uk](mailto:customercare@cdergroup.co.uk)

## Customer Complaint Form

Please ensure that you fill in this form as accurately and fully as possible to enable us to investigate your claim faster. This form can be completed electronically or by hand.

CDER Ref No.		Title	
First Name		Surname	
Address			
		Postcode	
Contact No.		Email	

Please tell us how you would like us to contact you.

Telephone

Email

Post

What is the best time to contact you by telephone?

AM

PM

Are you complaining on your behalf or on the behalf of somebody else?

Your behalf

Somebody else's behalf

Please provide the details of the person you are making the complaint for.

Title		Forename	
Surname		Address	
		Postcode	

What type of debt does your complaint relate to? Please tick all that apply.

Council Tax

Penalty Charge (Parking)

Business Rates

Road User Charge

Sundry Debt

Overpayment of Housing Benefit

Commercial Rent

Former Tenant Arrears

Arrest Warrant

Other (*please state*): .....

Please provide details of your complaint, giving as much detail as possible surrounding the actions that took place, the dates and names of any employees spoken to (where known).

Please detail any evidence you hold that supports your complaint.

Please tick here to confirm that you have supplied evidence to support your complaint.

Please tell us how you would like this complaint to be resolved? E.g. apology, refund, change to process.

## Complainant Declaration

**Please read the authorisation below carefully and ensure that the complainant and/or their representative sign where appropriate.**

I/We authorise the above-named representative to act on my behalf

I/We authorise CDER Group to make contact with me or my representative should they require any further information regarding my complaint

I/We authorise CDER Group to investigate the issues raised in this complaint

I/We confirm this is a true statement of events leading up to this complaint

Signature(s) of Complainant/Account holder(s)

.....

Signature of Representative

.....

Date.....

This form has been specifically designed in order to assist CDER in the manner it handles complaints. Complaints are an expression of dissatisfaction which are treated seriously and dealt with as efficiently as possible. We, therefore, extend our gratitude for the time you have taken to complete this form.

**Please send your completed form to:**

CDER Group, Floor 9 Peninsular House, 30-36 Monument Street, London, EC3R 8LJ