Consumer Complaints Procedure

Introduction

Empira Limited is registered in England and Wales, with Company Number 13256532, and our registered office is;

Unit B

1st Floor

210 Cygnet Court

Centre Park

Warrington

WA1 1PP

Complaints Procedure

Empira strives to ensure our enforcement measures are delivered to the highest possible standards.

We believe we achieve this most of the time, but if we are not getting it right, please let us know.

In order to ensure our services, remain at a high and improving standard, we have this procedure which can let us know, if for any reason you are not satisfied with your dealings with us.

What is a Complaint?

A complaint is an expression of dissatisfaction which requires and/or seeks a response, about a negative impact as to the standard of service, actions or inactions of our firm.

Our Commitment

Our firm will at all times;

- Take any complaint seriously and deal with the upmost importance.
- Review all complaints in a fair and transparent manner.
- Deal with complaints with honesty and proportionality.
- Apply reasonable adjustments where possible and applicable.

There is no charge for making a complaint to our firm and any complaint made will not have any negative impact on your interaction with our firm.

Our firm will also use complaints to make improvements to our service [where applicable].

Examples of what we will undertake;

- We will maintain accurate records of complaints and outcomes
- We will review our records to identify any trends, issues and/or areas for improvement

**This list is not exhaustive*

If you are not happy, please tell us

If you are unhappy about our services, you can complain to us by putting your complaint into writing via letter or email, to the following;

Email;

Complaints@Empira.co.uk

Address

Unit B

1st Floor

210 Cygnet Court

Centre Park

Warrington

WA1 1PP

What to include

To enable us to deal with your complaint as effectively as possible, please include the following information;

- Your Empira reference number
- Your full name and address
- Details of what you think has gone wrong
- How it has affected you
- How you would like us to put it right

If you are making a complaint on behalf of someone else, they will need to contact us, to provide their permission for us to liaise with you. This is to ensure we adhere to our legislative obligations under the General Data Protection Regulations/Data Protection Act.

Support

If you need support to help you make a complaint, a family member, friend or advice organisations may be able to assist you. Below are a number of independent entities who may be able to provide you with support and advice;

	Website	**Number**
National Debtline	https://www.nationaldebtline.org	0808 808 4000
Business Debtline	https://www.businessdebtline.org	0800 197 6026
Citizens Advice	https://www.citizensadvice.org.uk	03444 111 444 [England] 03444 772 020 [Wales]
Step Change	https://www.stepchange.org	0800 138 1111
Christians Against Poverty	https://www.capuk.org	0800 328 0006
Community Money Advice	https://www.communitymoneyadvice.com	01743 341 929
Debt Advice Locator Tool	https://www.moneyhelper.org.uk	

The Enforcement Conduct Board is the Independent Oversight Body, for the debt enforcement sector in England and Wales.

Depending on the type of complaint being made the Enforcement Conduct Board, may also be able to assist; for example; if your complaint relates to the conduct of an Enforcement Agent.

	Website
Enforcement Conduct Board	https://enforcementconductboard.org

When can you expect a reply

All written complaints will be logged. You will receive a written acknowledgment within 3 working days.

Our aim is to investigate your complaint properly and give you a substantive response, within 20 working days, setting out our findings. If this is not possible, an interim response will be provided, informing you of the action taken to date, or that the complaint is being considered.

If we need longer to consider your complaint, or if we need more information from you, we will contact you, to let you know.

Once we have considered your complaint, we will tell you of our findings, as appropriate.

How we will respond

We hope to resolve most complaints satisfactorily upon consideration.

However; we understand that in some cases, you may wish to have it considered further.

If you wish to appeal our decision, you have 14 days, from the date of our initial response, to inform us, in writing [including email], tell us that you wish to appeal.

A Senior Manager, or Director will review your complaint and the response we initially provided. The Senior Manager or Director, will then provide you with a final response, which will include;

- Confirmation that we have finalised your complaint
- The outcome of the review of your complaint
- If it is upheld; how we are going to rectify the problem
- If it is not upheld; our reasons for coming to this conclusion