

# **CUSTOMER COMPLAINTS PACK**

**JBW Group**

# JBW Customer Complaints Procedure

## Introduction

JBW always aim to provide the highest quality of customer care, so any feedback from our customers is beneficial 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 manner. It has been designed to capture the necessary information to allow us to assess the full scope of the complaint and resolve it in the appropriate way.

## Definition of a complaint

JBW 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.

## What to expect

JBW 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 three stage complaints process that allows you to escalate your complaint through our management structure should you not be satisfied with the response provided at each stage.

Should you still remain dissatisfied following our internal investigations, you can appeal the decision with our governing trade association/body – the Civil Enforcement Association (CIVEA).

### 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 20 working days or quicker. 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 JBW is not found to be at fault, an explanation to this effect will be provided.
- If JBW is found to be at fault then the final response letter will outline the company's position and may in some cases offer redress.

## **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 JBW 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 provide a final response.

## **Stage 3 – Escalation to CIVEA**

JBW are governed by the Civil Enforcement Association (CIVEA). This trade association provides an independent review of any complaints where the complainant is still dissatisfied following our internal review process.

You can direct your complaints to CIVEA by post to the following address:

**CIVEA  
PO Box 745  
Wakefield  
WF1 9RJ**

Please note that CIVEA will only investigate a complaint that has been formally investigated by JBW Group. For more information regarding CIVEA's complaint process, please go to [www.civea.co.uk/complaints/](http://www.civea.co.uk/complaints/)

## 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@jbw.co.uk](mailto:customercare@jbw.co.uk)

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

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

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)

# 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.

JBW 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	<input type="checkbox"/>	PM	<input type="checkbox"/>

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
- Business Rates
- Sundry Debt
- Commercial Rent
- Arrest Warrant
- Penalty Charge (Parking)
- Road User Charge
- Overpayment of Housing Benefit
- Former Tenant Arrears
- 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 JBW Group to make contact with me or my representative should they require any further information regarding my complaint

I/We authorise JBW 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 JBW 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:**  
PO Box 58, Darlington, County Durham, United Kingdom, DL1 9AE