

Debt Collection Service Limited

Complaints Procedure

We recognise that sometimes, despite our best efforts, someone may not be happy with the way that we have pursued a case. It could be our client that has a complaint, it could be the debtor that has a complaint, or it could be a third-party acting for either the client or debtor. This complaints procedure shall apply to these complaints.

As a professional and responsible organisation, we publish this procedure on our website, and also make it available by post and email on request.

Informal Resolution

It is often easy to resolve a complaint direct between the parties involved. This is our preferred method for resolution as it involves the parties directly affected, and therefore those that have the greatest knowledge of the issue(s) in question.

Formal Resolution

We recognise that not all complaints can be resolved using the informal resolution procedure above. We, therefore, have a process towards a formal resolution that can be used where necessary.

To submit a formal complaint the complainant should write to the Director of the company providing details of the basis for your complaint, and why you consider DCS has acted unfairly. This can be in writing, by email to director@debtcollectionsservice.co.uk or by fax to 0845 130 4709. It would be helpful if the case number could be mentioned in your correspondence.

Consumer Credit Act

We hold a Consumer Credit Licence issued by the Office of Fair Trading (Licence Number: 642482). This enables us to pursue debts that are regulated by the Consumer Credit Act. If your complaint refers to a debt regulated by the Consumer Credit Act and you are not satisfied with the response you've received from us with regard to the complaint, then you can complain to the Financial Ombudsman. Details of how to do this is available from www.financial-ombudsman.org.uk/consumer/complaints.htm or calling 0300 1239123 or 0800 023 4567.

Data Protection Act

We are registered with the Information Commissioner as a Data Controller (Notification Number: Z9237847). If you have a complaint regarding how we have handled personal data, and are not satisfied with the response you've received from us with regard to the complaint, then you can complain to the Information Commissioners' Office. Details of how to do this is available from www.ico.gov.uk/complaints/data_protection.aspx or by calling 0303 123 1113.

Freedom of Information Act and Environmental Information Regulations

We are *not* a 'public body' and so are not covered by the provisions of the Freedom of Information Act or the Environmental Information Regulations.

www.debtcollectionsservice.co.uk
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Company Registration No: 5370515 (England & Wales)
Registered Office as above
Consumer Credit Act Licence Number: 642482