

Complaints Procedure High Court Enforcement

About Us

Derby Legal Services is a trading style of Enforcement Bailiffs Ltd. Company number: 07090537.

Registered in: England. Registered Office: 384 Linthorpe Road, Middlesbrough TS5 6HA

All staff, including High Court Enforcement Agents, are trained to work within the code of conduct of the High Court Enforcement Officers Association. All Writs are enforced in accordance with relevant legislation and case law. Fees/charges/costs are incurred as prescribed by legislative regulations.

We do our best to carry out our work fairly and effectively. However, we know that there may be times when you feel unhappy about our dealings with you. We are committed to putting things right if something goes wrong, so complaints are important to us. They help us to improve what we do and how we do it, so don't be afraid to let us know your concerns.

Our definition of a complaint

A complaint is an expression of dissatisfaction by a person with dealings with the company, or who has witnessed such dealings, which they wish to be treated as a complaint.

Matters outside our jurisdiction

Please note, the following matters cannot be treated as complaints:

- Matters relating to a dispute with a claimant concerning circumstances of the offence, or other matters prior to our being instructed. The company's complaints procedure applies only to our activities.
- Disputes about interpretation of our terms and conditions.
- Either the issuance and enforceability of the High Court Writ, as determined by the High Court, or your lack of awareness of the Writ prior to our attendance for enforcement
- Fee Complaints, when a complaint is about the fees, the bailiff has charged we will of course look at that and as the complaint goes through the process each party including the HCEO will check they have been charged in accordance with their interpretation of the Taking Control of Goods Fees Regulations 2014.

Our trade association The High Court Enforcement Officers Association which also acts as our governing body will not however be able to assess these fees as there is already a legal process for dealing with disagreements about the fees.

Therefore, if you remain dissatisfied with our response to fee complaints then you must take the matter to a court in an assessment hearing under Civil Procedure Rules Part 84.16.

As this is a technical application you should obtain legal advice from qualified solicitor or Citizen's Advice etc. to ensure you make the application in the correct format.

- Matters which are subject to litigation or criminal investigation. If a matter becomes subject to litigation or a criminal investigation during the course of a complaint investigation the complaint will be closed, and the complainant informed that this is the case.

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Information Required to Lodge a Complaint

To enable us to investigate your complaint fully, please provide:

- Your full name.
- Your business name (if applicable).
- Your home and business addresses.
- Our reference number.
- Details of the writ parties.
- The date(s) our enforcement agent visited your address.
- A clear statement outlining your complaint.
- Any supporting documentation.
- What resolution or action you seek.

Submitting a Complaint

Complaints can be sent via email to complaints@derbylegalservices.co.uk, or by post to: Quality Bailiffs, Complaints Department, Warwick Mill Business Centre, Warwick Bridge, Carlisle, CA4 8RR

We will acknowledge your complaint within two working days and conduct a thorough investigation. You will be contacted if additional information is required.

If you are not able to make a written complaint (for example, if you have a disability that prevents this) then please, let us know and we will arrange for someone to telephone you and take details of your complaint. This person however cannot discuss, comment, or advise on the complaint they simply record the details. In most cases this is usually a person from outside our company.

At the end of each stage of the complaints procedure you will receive a written response and, if appropriate, advised of any corrective action being taken.

Complaint Handling Procedure

Identity Verification

We adhere strictly to GDPR and the Data Protection Act 2018 to safeguard your data. Before releasing any personal data, we require identity verification. Please provide:

- One form of photo ID (e.g., passport or driving license).
- One recent utility bill.
- Written authorization if you're submitting on behalf of another party.

We can proceed with investigating the complaint without identity verification; however, personal data will not be included in the response.

Stage 1: Informal Resolution

We aim to resolve complaints informally and comprehensively within 5 working days from acknowledging receipt. During this time, a compliance team will review relevant documentation

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(including the information you supply), listen to any phone calls, or assess any body-worn video footage to investigate this.

Stage 2: Formal Resolution

If we are unable to resolve your complaint informally, due to complexity, unavailable information, or if you did not accept the informal resolution, we will progress to this stage. Alternatively, if the review exceeds the initial timeframe, we will also initiate Formal Resolution.

We will provide a final written response within 20 days of acknowledging the transition to Formal Resolution and will aim to respond sooner whenever possible.

Should the Formal Resolution take longer than 20 days, we will inform you promptly and explain your available options.

Escalating a Complaint

If you are dissatisfied with the response at this stage, you have to decide if you want to pursue this further against the certificated enforcement agent/s or the High Court Enforcement Officer (HCEO).

In law the certificated enforcement agents are totally responsible for their actions not the company. That said the HCEO is required to have processes in place for remote supervision for example regular audits of paperwork and body worn video footage. The HCEO cannot be expected to oversee each case.

If you feel the actions of the certificated enforcement agent/s were wrong.

Complain directly to the court using form EAC2 <https://www.gov.uk/government/publications/form-eac2-complaint-against-a-certificated-person>

A judge will then decide if there were any breaches of the law and may award compensation and/or sanction the enforcement agent including the losing of their certificate for serious breaches.

If you were aware that it was the actions of the High Court Enforcement Officer (HCEO).

Complain to The High Court Enforcement Officers Association, Drake House, Gadbrook Park, Nantwich, Cheshire CW9 7RA. www.hceoa.org.uk

Updated May 2025.