



Phoenix

Raising expectations

CUSTOMER COMPLAINTS PACK

May 2019

CUSTOMER COMPLAINTS PROCEDURE

Introduction

Phoenix always aim to provide the highest quality of customer care, so any feedback from our customers helps 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 professionally and fairly. 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

Phoenix 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, 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 and the legislation surrounding it, including the applicable fees, please see the Customer Service Centre section of our website.

What to expect

Phoenix take 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 and an independent review if you are not satisfied with our initial response.

If you remain dissatisfied following these investigations you can refer the matter to our instructing client, if you have not already done so.

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 by your preferred contact method.

A Complaints Officer will conduct a formal investigation based on the information you have provided and any information held on 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 write to you to explain the reason for the delay and provide a full response as soon as investigations are completed.

The final response will explain our findings and state the reasons we have come to a decision on the matter.

If Phoenix is not found to be at fault, we will provide a detailed explanation why this is the case.

If Phoenix is found to be at fault then our 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 Phoenix 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 properly addressed.

They will decide whether they need to re-investigate the complaint themselves and provide a final response.

Stage 3 – Final stage appeal process

If you do not agree with the outcome of the Stage 2 review, you can request an independent review.

Review by independent panel

Phoenix policies and business practices are reviewed by an Independent Advisory Group (IAG). This group reviews all aspects of how we do business and can recommend changes. Members of the IAG are independent and are not employed by Phoenix or any Group Company.

You can refer final complaints to the IAG for review. A written decision will be produced within 20 working days of the complaint being referred.

You can contact the IAG via email at iag@phoenixcommercial.co.uk.

If following our investigation of your complaint you remain dissatisfied, you have a right to refer your complaint to our instructing Client. If our client is a Local Authority, and you remain dissatisfied following their investigation, you can refer your complaint to the Local Government Ombudsman (LGO).

The LGO is an independent organisation which investigates complaints about maladministration against councils. Further information can be found at the following link:

<http://www.lgo.org.uk/make-a-complaint>

Although you can seek resolution from the LGO at any stage of a complaint, the Local Government Act 1974 requires that the Ombudsman allows the Council the opportunity to investigate a complaint through its own complaints policy before carrying out an independent investigation.

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 contained in this pack, via:

E-mail: complaints@phoenixcommercial.co.uk.

Post: Phoenix Commercial Collections
FAO: Complaints Officer
Paragon Business Park
Chorley New Road
Bolton, Lancashire
BL6 6HG

Please specify within your complaint if you require our response in an accessible format, such as braille, large print, or translated to a language other than English.

If you need help completing the form, please contact our Customer Care team on 0333 323 0333.

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.

Your contact details

Full Name:		Mobile Telephone:	
Address:		Home Telephone:	
		Work Telephone:	
Postcode:		Email Address:	

Reference details *(you can find these on any letters you have received from us about this debt)*

Phoenix Reference No:	Client Reference No:
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Please tell us how you would prefer us to contact you.

- Telephone
 Email
 Post

When is the best time to call if we need to contact you by telephone?

- Morning
 Afternoon

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

- | | |
|--|---|
| <input type="checkbox"/> Council Tax | <input type="checkbox"/> Penalty Charge (Parking) |
| <input type="checkbox"/> Business Rates | <input type="checkbox"/> Road User Charge (eg Congestion Charge, LEZ) |
| <input type="checkbox"/> Sundry Debt | <input type="checkbox"/> Housing Benefit Overpayment |
| <input type="checkbox"/> Commercial Rent | <input type="checkbox"/> Former Tenant Arrears |
| <input type="checkbox"/> Arrest Warrant | <input type="checkbox"/> 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).

(Continue on a separate sheet of paper if necessary)

Please give us details of any evidence you hold that supports your complaint. You will need to provide copies of this evidence with this complaint form when you send it to us.

What would you like us to do to put things right?

Declaration

Please read and sign the declaration below.

By signing this declaration, you consent to Phoenix Commercial Collections exchanging information with our instructing Client and other parties involved with the complaint.

- I/We authorise Phoenix Commercial Collections to investigate the issues raised in this complaint
- I/We confirm this is a true statement of events leading up to this complaint

Signature	
Name (Block Capitals)	
Date	

If you are lodging this complaint on behalf of someone else (eg a relative or client), please read the authorisation below and ensure that both the person to whom the complaint relates to and their representative sign where indicated.

- I/We authorise the person named below to act on my behalf
- I/We authorise Phoenix Commercial Collections to contact me or my representative for more information is required about this complaint

Signature of Phoenix Customer	
Signature of Representative	
Date	

This form has been specifically designed in order to assist Phoenix in the way we handle complaints. Complaints are an expression of dissatisfaction which are treated seriously and dealt with as efficiently as possible. We thank you for the time you have taken to complete this form.

Please send your completed form to:

Email:

complaints@phoenixcommercial.co.uk

Post:

Phoenix Commercial Collections
 FAO: Complaints Officer
 Paragon Business Park
 Chorley New Road
 Bolton, Lancashire
 BL6 6HG