

How to make a complaint



If you don't think we, Dukes Bailiffs Limited, have delivered a high enough standard of service please let us know so we can investigate.

We take all complaints seriously and will review all evidence including case notes, telephone calls and body worn camera footage (where applicable). This enables us to investigate all aspects of the complaint and achieve a wholesome understanding of the circumstances, to reach a fair and impartial decision.

Where a customer states that they have contradictory evidence, we will request a copy to review.

Get in touch



01785 825500



solutions@dukeslimited.co.uk

If you call our Customer Service team, a contact centre agent will endeavour to resolve your complaint over the phone, in the first instance.

If you remain dissatisfied, they will ask you to complete complaints form. This can be completed online or by hand and must be sent to our Complaints Officer for review. Please supply as much information as possible so we can investigate your complaint thoroughly.

Your completed complaints template can be emailed to the address above or posted to our head office address:



Dukes Bailiffs Limited
Dukes Court
7 Newcastle Street
Stone
Staffordshire
ST15 8JT

Dukes' Complaints Process

→ Stage 1 – Complaints Resolution

When we receive your complaint:

1. Our Complaints officer will acknowledge your complaint within 48 business hours
2. Our Complaints officer will look to resolve your complaint within 10 business days*

*Some investigations may take longer than others. If we cannot get a response sent to you in 10 business days, we will send you a holding letter advising when we expect your complaint to be resolved.

Should you remain dissatisfied following the response provided, you, the complainant, can request that your complaint is moved to stage 2 - Director Review.

→ Stage 2 – Director Review

For your request to be reviewed, you, the complainant, must provide a reason why you are not satisfied with the response given at Stage 1. Your complaint will not automatically be transferred to Stage 2 without sufficient reasoning.

Once you have provided the above, our Complaints Officer will send an acknowledgement response to you, within 48 hours, to inform you that your complaint has been escalated. A Director will review the circumstances of the complaint and provide a full written response within 5 working days.

Should you, the complainant, remain dissatisfied following the response provided at stage 2, you can send your complaint to the **Local Government and Social Care Ombudsman**