

Complaints Procedure – CEA Limited

What you can expect from us

We take complaints very seriously. If you don't think that we have provided the expected level of service, please let us know and we will investigate what has happened.

Every complaint will be taken seriously and we will utilise all the evidence available to us – including telephone call recordings, emails and body worn video footage. This will enable us to fully investigate the complaint and understand exactly what happened. We use complaints as an opportunity to learn, review our procedures and make improvements for the future.

Our complaints procedure

Your complaint must relate to enforcement action in which you were / are personally involved. We cannot consider complaints arising from you watching or reading material published on the internet or other media.

As you will appreciate, in order for us to fully investigate your complaint we would ask that you provide the following information to us:

- Your full name
- Your business name (if applicable)
- Your home or business address
- Our reference number
- Parties to the warrant or writ
- Date(s) our enforcement agent called to your address
- A clear statement of your complaint (why you are aggrieved)
- Any documentation that you feel will be useful in support of your complaint
- An indication of what you are looking for to satisfy your complaint

N.B. We would ask that you stick only to the basics and avoid speculation.

Stage 1

Please register your complaint in writing or by phone using the contact details below:

Complaints Department, Civil Enforcement Agents Ltd, 13 Fusion Court, Aberford Road, Leeds LS25 2GH

Tel: 0113 532 8350

Email: office@cealimited.co.uk

We will acknowledge your complaint within 2 working days and start our investigation. Our Complaints Officers will carry out a full internal investigation regarding your complaint. They will look to resolve your complaint within 10 working days. However, some complaints are complex in their nature and may take longer. We will notify you in writing with an update on the case if it will take longer to be resolved.

Stage 2

Should you disagree with the response, then you can request that your complaint is referred to a Senior Officer for assessment within 14 days of receiving it. There must be a sufficient reason provided for your complaint to be reviewed by a Senior Officer.

You will receive an acknowledgement that your case has been escalated within 2 working days. The Senior Officer will provide a written response within 10 working days.

Stage 3A [writ enforcement]

Should you disagree with the resolution at Stage 2, it is open for you to request that we pass your complaint, with full details of the enquiry / investigation carried out thus far to our AHCEO Claire Sandbrook.

At the same time we will pass on your full contact details to the AHCEO. Should you not wish your details to be passed on please notify the officer dealing with the enquiry.

Stage 3

Should you remain dissatisfied with the response following stage 2, you can contact The Enforcement Conduct Board for at:

Email: complaints@enforcementconductboard.org

Website: <https://enforcementconductboard.org/making-a-complaint/>

They will deal with complaints regarding Commercial Rent Arrears Recovery and High Court Enforcement only and only where the action you are complaining about happened after 1st January 2025.

Please enclose all correspondence from you to us and from us to you, so that the ECB has a full picture of what has been said.

You may seek legal recourse through the courts; however, you may wish to obtain legal advice for this course of action.

Notes

We will not investigate any complaints regarding the following:

- Complaints that are over 6 months from the act that has caused your complaint
- Complaints about whether a writ or warrant is legal, as this is a matter for the Courts
- Complaints about the amount being enforced for on the warrant or writ. This should be directed to the creditor or the Court
- Complaints about the law, rather than the enforcement action, High Court Enforcement Officer, or the enforcement agent, as this is a matter for the Court
- Complaints that are awaiting an outcome from the Courts
- Complaints that are of a frivolous or vexatious nature
- Complaints about other Certificated Enforcement Agents or High Court Enforcement Officers
- Complaints about other enforcement agencies