



EMPIRA

Consumer Complaints Procedure

Introduction

Empira Limited is registered in England and Wales, with Company Number 13256532, and our registered office is;

Unit B

1st Floor

210 Cygnet Court

Centre Park

Warrington

WA1 1PP

Complaints Procedure

Empira strives to ensure our enforcement measures are delivered to the highest possible standards.

We believe we achieve this most of the time, but if we are not getting it right, please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which can let us know, if for any reason you are not satisfied with your dealings with us.

If you are not happy, please tell us

If you are unhappy about our services, you can complain to us by putting your complaint into writing and send it to us, or email it to us;

Complaints@Empira.co.uk

Unit B

1st Floor

210 Cygnet Court

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WA1 1PP

What to include

To enable us to deal with your complaint as effectively as possible, please include the following information in your complaint;

- Your Empira reference number
- Your full name and address
- Details of what you think we have done wrong
- How it has affected you
- How you would like us to put it right

If you are making a complaint on behalf of someone else, they will; need to contact us, to provide their permission for us to liaise with you.

When can you expect a reply

All written complaints will be logged. You will receive a written acknowledgment within three working days.

Our aim is to investigate your complaint properly and give you a substantive response, within 28 days, setting out our findings. If this is not possible, an interim response will be made informing you of the action taken to date, or being considered.

If we need longer to consider your complaint, or if we need more information from you, we will contact you, to let you know.

Once we have considered your complaint, we will tell you of our findings.

How we will respond

We hope to resolve most complaints satisfactorily upon consideration. However; we understand that in some cases, you may wish to have it considered further.

If you wish to appeal our decision, you have 14 days to write to us to tell us that you wish to appeal.

A Senior Manager, or Director will review your complaint and the response provided. They will then provide you with a final response, which will include;

- Confirmation that we have finished dealing with your complaint
- The outcome of the review of your complaint
- If it is upheld; how we are going to rectify the problem
- If it is not upheld; our reasons for coming to this conclusion