

## THE ESA CANNOT DEAL WITH COMPLAINTS:

- unless the complainant has previously attempted to resolve the matter with the member concerned
- unless they are received in writing
- if the enforcement agent or agency are not members of the ESA
- about the validity of the warrant or order made by a court or the sum (not fees) due under it
- where the complaint concerns an allegation of violence (you should refer any such allegation to the Police)
- where the complaint is being dealt with by a court

## PLEASE PRINT THE NAME AND ADDRESS OF THE ENFORCEMENT AGENT OR AGENCY YOU WISH TO COMPLAIN ABOUT:

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## PLEASE SIGN THE AUTHORITY BELOW:

*I, the undersigned, hereby authorise the Executive Director of the Enforcement Services Association to obtain any information held on me by the above named agent/agency in order to investigate the complaint herein in accordance with the Data Protection Act 1998.*

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

## WHAT IS THE ESA?

The Enforcement Services Association was founded in 1906, as the Certificated Bailiffs Association, to provide a central organisation for enforcement agents and to promote ethical and professional conduct among its members.

Membership is subject to written examination on the laws of distress and subsequent approval by the Association's Executive Council.

Members are required to comply with the Association's Code of Practice and are subject to its complaints procedure which includes a panel of independent assessors.

The Association is a member of the international body for civil enforcement officers, Union Internationale des Huissiers de Justice et Officiers Judiciaires (UIHJ) and works closely with the Department for Constitutional Affairs, the Office of the Deputy Prime Minister and other Government Agencies.

The Association also represents its members and the profession generally in consultation with UK central Government and organisations concerned with the actions of enforcement agents such as the Institute of Revenues Rating & Valuation and the Money Advice Liaison Group.

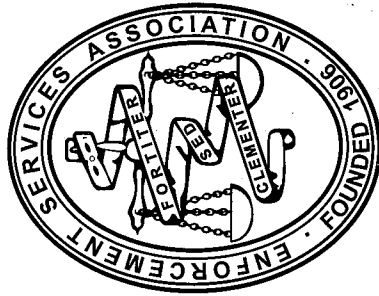
Day-to-day business of the Association is managed by its independent Executive Director who has no past or present commercial connection with any member or indeed, any enforcement agency.

## Enforcement Services Association

Park House  
10 Park Street  
Bristol  
BS1 5HX

[www.ensas.org.uk](http://www.ensas.org.uk)

# Enforcement Services Association



# HOW TO COMPLAIN



Member Union Internationale  
des Huissiers de Justice et Officiers Judiciaires

## WHAT TO DO

Complete the form in full including as much detail as possible. Send the form, together with all relevant documents, to: The Executive Director, Enforcement Services Association, Park House, 10 Park Street, Bristol BS1 5HX. You should retain a copy of the form for your own record.

## WHAT HAPPENS NEXT?

Your complaint will be investigated by the Executive Director who will request information from the member concerned regarding the matters you raise. The member must respond within 14 days. Based on the information received, the Executive Director will write to you within 21 days. The letter will advise you that either:

1. The Executive Director believes your complaint has merit in which case it will be further considered by the Executive Council, or
2. Your complaint appears to have no grounds on which to take action against the member in which case no further action will be taken.

If your complaint is heard by the Executive Council, it will reach a decision which may involve imposing a penalty on the member. Alternatively, it may dismiss the complaint as unfounded.

## APPEALS

If you are dissatisfied with the decision you receive, you may apply for the complaint to be referred to a panel of independent assessors. The panel's decision will be binding on both parties.

The ESA Complaints Procedure does not affect your statutory rights.

## YOUR DETAILS:

Name: M \_\_\_\_\_ Daytime telephone no. \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Case reference number \_\_\_\_\_

Specific nature of your complaint (e.g. irregular or illegal distress, overcharging, etc)

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## Detail of Complaint

*Continue on a separate sheet if necessary.*

Please check you have provided sufficient information for a full consideration of your complaint and that you have entered the member's name overleaf and signed the authority to obtain information during any investigation. Enclose copies of any relevant documents and forward to the Executive Director at the Association's address.