

Our Complaints Procedure

Our complaints procedure is available on request from 24 Hour Bailiffs Limited (Head Office)
Waterham Business Park, Highstreet Road, Waterham, Kent, ME13 9EJ.

Although he will not have principal responsibility for your matter, the person with overall responsibility for 24 Hour Bailiffs Limited is our Chief Executive G. Goy. If you have a problem, you are entitled to complain and this can include a complaint about our bill.

All of our staff members must attempt to resolve problems that may arise with their services. If you have any concerns, it is important that you raise them with us within six years of the act or omission about which you are concerned, or three years from when you should have known about the complaint.