

Arkline Complaints Handling Policy

Our complaints policy

West View House (UK) Ltd trading as Arkline is committed to providing professional, accurate and reliable tracing, investigation and litigation-support services.

We aim to deal with every instruction carefully and fairly. If something goes wrong, or you are dissatisfied with our service or the way we have handled your personal information, we want you to tell us. Complaints help us resolve concerns and improve our services.

There is no charge for making a complaint, and you will not be treated adversely because you have raised a genuine concern.

Who can make a complaint?

A complaint may be made by:

- A client or prospective client.
- An individual whose personal information we have processed.
- An authorised representative acting on behalf of another person.
- Another person or organisation directly affected by our work.

Where someone complains on behalf of another person, we may require evidence of their authority to act.

What this procedure covers

You may complain about matters including:

- The standard, accuracy or timeliness of our service.
- The conduct of an Arkline employee, investigator or field agent.
- Our communication or administration.
- The way we have collected, used, stored or disclosed personal information.
- A failure to follow our terms, policies or professional standards.

Arkline is frequently instructed by solicitors, financial institutions and other organisations. If your concern relates to a decision made by the organisation that instructed us, an underlying debt, legal claim or court proceedings, we may need to refer you to that organisation.

Where the instructing organisation is the data controller, we may also need to involve it when investigating a data-protection complaint. We will explain when this applies and will only share information where it is lawful and necessary.

Investigative and tracing outcomes cannot be guaranteed. However, we will always consider whether the agreed service was performed properly, lawfully and in accordance with our professional standards.

How to make a complaint

You may contact us by:

Email: operations@arklineuk.co.uk

Telephone: 01937 831290

Post: Complaints, Arkline, PO Box 63, Tadcaster, LS24 9WN

Please provide:

- Your name and contact details.
- The relevant Arkline reference number, if known.
- A clear description of your complaint.
- The date the issue occurred or came to your attention.
- Copies of any relevant correspondence or supporting information.
- How you would like us to resolve the matter.

If your complaint concerns personal information, please mark it 'Data Protection Complaint'. We may request reasonable proof of identity before disclosing or discussing personal information.

Work carried out for financial services firms

Where Arkline carries out field visits or other services on behalf of a financial services firm, any complaint or expression of dissatisfaction relating to that work will be recorded and promptly notified to the instructing firm.

Depending on the nature of the complaint, the instructing firm may be responsible for investigating it and issuing a final response under its regulatory complaints procedure. Arkline will cooperate fully with that investigation, including by reviewing the conduct of its employees or agents and providing relevant records.

Where applicable, the instructing firm will explain any right the complainant may have to refer the matter to the Financial Ombudsman Service.

Arkline is not authorised by the Financial Conduct Authority and is not covered by the Financial Ombudsman Service in its own right. This does not affect any right a customer may have to complain about the instructing financial services firm, including matters for which that firm is responsible.

Where a complaint relates to services carried out on behalf of a financial services firm, it may be referred to that firm immediately rather than proceeding through every stage of Arkline's internal procedure.

Stage One: Investigation

1. We will acknowledge your complaint within three working days of receipt.
2. Your complaint will be recorded and allocated to a director or senior manager with appropriate authority to investigate it. Wherever practicable, that person will not have been directly involved in the matter being complained about.
3. The investigation may include reviewing the relevant case file, correspondence, reports and other records, and speaking to the employees or agents involved.
4. We aim to provide a full written response within 15 working days of receiving your complaint.
5. If the matter is particularly complex or we require information from another organisation, we will explain the reason for the delay, keep you informed and provide a revised response date.

Our response will explain:

- The matters we have investigated.
- Our findings and the reasons for them.
- Whether your complaint has been upheld, partially upheld or not upheld.
- Any action we have taken or propose to take.

Where appropriate, this may include an apology, correction, further work, a refund or credit, staff guidance, training or changes to our procedures.

Stage Two: Review

If you remain dissatisfied, you may request a review by contacting us within 20 working days of our Stage One response.

Please explain which parts of the response you remain dissatisfied with and why.

The review will be undertaken by another director or suitably senior person who was not responsible for the original decision. They will consider whether the complaint was investigated fairly, whether the conclusions were reasonable and whether any further action is required.

We aim to issue our final written response within 15 working days of receiving your review request. If additional time is required, we will explain why and confirm when you can expect our response.

External escalation

Information Commissioner's Office

If your complaint concerns the handling of personal information, you have the right to complain to the Information Commissioner's Office.

We would appreciate the opportunity to investigate and resolve your concerns first, but this does not prevent you from contacting the ICO at any time.

Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk/make-a-complaint

Independent mediation

Where a contractual dispute between Arkline and its own client remains unresolved, Arkline will consider participating in independent mediation or another mutually agreed form of alternative dispute resolution.

Participation, the choice of mediator and responsibility for any costs must be agreed by both parties in advance.

Independent mediation does not replace any complaint route that may be available against an instructing financial services firm.

Nothing in this policy removes or restricts anyone's legal rights.

Confidentiality and improvement

Complaints will be handled sensitively and information will only be shared with those who need it to investigate or respond to the matter.

We maintain a record of complaints, their outcomes and any corrective action taken. Complaint trends are reviewed by management to identify opportunities for training, service improvement and risk reduction.