BABR Debt Recovery - Complaints Procedure

We have outlined our complaints procedure below to address any concerns you may have regarding our services at BABR Debt Recovery. We are committed to thoroughly and promptly investigating any complaint to ensure your satisfaction and continuously improve our service.

Complaints Procedure

At BABR Debt Recovery, we are dedicated to delivering the highest level of service. If, for any reason, you are not completely satisfied with our services or the handling of a particular matter, we encourage you to share your concerns with us. By doing so, we can initiate relevant inquiries, rectify any issues, and enhance our overall service. Our complaints procedure is detailed below for you to raise your concerns:

Stage 1

In the initial stage, kindly direct your complaint to the BABR Debt Recovery person appointed for the specific matter. They will acknowledge your complaint in writing within 7 days and provide a definitive reply within 4 weeks. If an investigation is ongoing, they will furnish you with an update and an estimated timeframe for a full response. If the response is unsatisfactory or if you prefer not to discuss the matter directly with the person appointed, please proceed to stage 2.

Stage 2

You have the option to request that the complaint be referred to Paul Bailey paul.bailey@babr.co.uk, Managing Director responsible for compliance handling for BABR Debt Recovery. Your complaint will be acknowledged in writing within 7 days, Mr Bailey will review relevant documents, collaborate with the debt recovery lead, and independently investigate the matter. A written response to all complaints at this stage will be provided within 4 weeks of receipt. In case of an ongoing investigation, you will receive periodic updates.

BABR Debt Recovery are committed to the care and satisfaction of all our clients and when a complaint is raised, we will endeavour to ensure positive outcomes for all parties.

BABR Debt Recovery Limited is a company registered in England and Wales under number 06037874, whose registered office is at C/O Brebners First Floor, 1 Suffolk Way, Sevenoaks, Kent, TN13 1YL. BABR Debt Recovery Ltd is an independent trading subsidiary of Bailey Ahmad Holdings Ltd.