

Trax Investigations UK

Standard Operating Procedures (SOP)

1. Purpose & Scope

Purpose:

This SOP establishes the standard procedures for all process serving, skip tracing, and litigation support activities conducted by Trax Investigations UK. It ensures that services are performed consistently, lawfully, and to professional standards expected by solicitors and the courts.

Scope:

Applies to all current and future personnel, including subcontractors and associates, engaged in executing instructions on behalf of clients. Covers all stages from instruction receipt to evidence submission and case closure.

2. Professional Standards & Ethics

- All personnel act lawfully, ethically, and impartially.
- Independence is maintained; conflicts of interest are avoided.
- Personnel conduct themselves respectfully and professionally in all interactions.
- Activities are undertaken to protect the reputation of Trax Investigations UK and its clients.

3. Instruction Intake & Acceptance

- Instructions may be received via secure email or formal instruction forms.
- Required information before work begins includes:
 - Client details
 - Case reference
 - Subject information
 - Specific service or tracing instructions
- All instructions are reviewed for conflicts of interest.
- A confirmation of instruction is sent to the client, and a case file is opened with a unique reference number.

4. Data Protection & Confidentiality

- All data is handled in compliance with UK GDPR and the Data Protection Act 2018.
- Case data is stored on secure business email systems and, when necessary, physical files in a secure location.
- Access to case information is restricted to authorized personnel only.
- Personal data is retained only as long as necessary for the purpose it was collected and securely

disposed of thereafter.

5. Process Serving Procedure

- Service attempts are made at varying times of day to increase effectiveness.
- Each instruction receives a minimum of three attempts before reporting back to the client.
- Personnel conduct themselves respectfully and avoid any deceptive or aggressive behaviour.
- Verification of the recipient is performed whenever possible.
- If service is unsuccessful after the allocated attempts, the case is escalated for review.

6. Evidence Collection & Documentation

- Contemporaneous notes are maintained for all service attempts.
- Exact times and dates are recorded.
- Photographic evidence is captured using a GPS and time-stamped photo application where appropriate.
- All documentation is stored securely in the client file.
- Records are reviewed for completeness and accuracy prior to submission.

7. Statements & Affidavits of Service

- Statements of service are completed using official GOV PDF forms.
- Language is factual, neutral, and avoids speculation.
- Statements are reviewed for accuracy before being finalized.
- Copies of statements are maintained securely in the case file.

8. Skip Tracing Procedure

- Skip tracing is conducted only using lawful, open-source, and compliant databases.
- Tracing is undertaken when a subject is avoiding service or when additional information is required.
- All tracing methods are documented, with sources and steps clearly recorded.
- Escalation occurs if confidence in the traced information is low or verification is required.

9. Communication & Updates

- Clients receive updates at agreed intervals or upon key developments.
- Urgent matters are communicated immediately.
- All communication is factual, professional, and maintains client confidentiality.
- Clients may contact Trax Investigations UK via the secure business email: info@traxinvestigationsuk.co.uk for queries or clarifications regarding their instructions.

10. Escalation & Exception Handling

- Any deviations from standard procedures, including incorrect addresses, vulnerable individuals, or hostile subjects, are reported and managed according to internal escalation protocols.
- Police or third-party involvement is coordinated and documented.
- Client instructions requiring clarification are escalated promptly.

11. Complaints & Issues Handling

- All complaints are directed to the secure business email: info@traxinvestigationsuk.co.uk for logging and management.
- Complaints are acknowledged promptly and investigated thoroughly.
- Resolution is documented and communicated to the client in a professional manner.

12. Quality Control & Review

- All cases are subject to internal review for adherence to SOP procedures.
- Continuous improvement is encouraged, and lessons learned are incorporated into future practice.
- The SOP is reviewed periodically to ensure compliance with evolving legal and regulatory standards.