

Customer Care and Complaints Policy

1. Introduction

We are committed to delivering professional and fair parking services. We value feedback and complaints as opportunities to improve our operations and customer experience. This policy outlines how complaints are handled in accordance with the Private Parking Sector Single Code of Practice (the “Code”) and the standards set by our Accredited Trade Association (ATA).

2. Scope of Policy

This policy applies to complaints relating to:

- Parking enforcement activities
- Conduct of our staff or agents
- Processes and services provided by ourselves
- Any aspect of our operations that may affect motorists or the public

Complaints that do not relate to parking enforcement fall outside the scope of the Code and/or that concern litigation procedures or County Court Judgments (CCJs) may be acknowledged but not formally investigated under this policy.

3. How to Make a Complaint

Complaints must be submitted in writing via:

- Completing our online form via: <https://forms.office.com/e/ReGANMXsAR>
- By Post: Complaints Department, UK-CPM, PO Box 3114, Lancing, BN15 5BR

Complaints must include:

- Full name and contact details
- Vehicle registration number (if applicable)
- Parking Charge Notice Reference (if applicable)
- Details of the incident or issue
- Any supporting evidence

We do not require a stamped addressed envelope for responses.

4. Who Can Complain

Complaints may be submitted by:

- The driver or registered keeper of a vehicle
- A third party with written authorisation from the motorist
- Members of the public affected by our operations
- Members of Parliament

All complaints will be handled in accordance with all applicable data protection legislation.

5. Complaint Handling Process

- Acknowledgement: Within 14 days of receipt (aiming for 5 working days)
- Investigation: Conducted by a trained complaints handler
- Response: Issued within 28 days (aiming for 10 working days)

If your concern pertains to the validity of a Parking Charge Notice (PCN), please note that it may be processed as an appeal rather than a complaint. Should you wish to submit an appeal, kindly refer to the instructions provided on the PCN itself or visit our website for further guidance.

6. Complaint Records

We maintain a Complaints Log for a minimum of 36 months, including:

- Date of complaint
- Copy of the complaint and all correspondence
- Outcome and reasoning
- Corrective actions taken (if applicable)
- Personal Data (Name and email address if applicable)

7. Escalation and Independent Review

If a complainant is dissatisfied with our response, they may escalate the matter to our ATA:

- International Parking Community (IPC)

Details of how to escalate will be provided in our final response.

8. Best Practice and Continuous Improvement

We routinely review complaints to identify patterns or recurring issues. This may lead to:

- Policy or procedural changes
- Staff retraining
- Updates to signage or customer communications

9. Training and Professional Standards

All complaints handlers receive regular training, including:

- Code compliance
- Disability awareness
- Data protection

Training records are maintained in accordance with the Code.