

1. Options to lodge a complaint

1.1 Motorists can submit a complaint via letter or by sending an email to complaints@uk-cpm.com. A complaint received via letter will be scanned and emailed to the complaint's inbox. A complaint can relate to a specific PCN or may be wider. A complaint is a grievance which raises concerns with the processes, policies, services, or staff at UK CPM, whereas limited concerns raised with the legitimacy of a PCN is more likely to be an appeal.

2. Recording a complaint

2.1 All complaints and their outcomes must be recorded on the complaints log, with all fields completed. This includes the details of any corrective action required to ensure the situation does not reoccur, if applicable.

3. Who can complain?

3.1 Complaints can be submitted by motorists, either a Driver or Registered Keeper. If a complaint is submitted on behalf of a motorist, by a third party, we may require additional authorisation to process the complaint as per General Data Protection Regulations 2018.

3.2 We may also receive complaints raised by the general public which will be responded to

4. Investigating a complaint

4.1 All complaints are investigated thoroughly by a dedicated member of staff. The investigation process can vary depending on the complaint raised but will typically include a thorough investigation of the underlying PCN and any specific concerns raised by the motorist. This will include liaising with other departments where relevant.

4.2 Training is provided to all complaint's handlers prior to and throughout their time within the department. The training is regularly reviewed and updated to meet the requirements of our governing body and any changes in legislation.

4.3 In certain circumstances, complaints can be handled directly via the Appeals Team following the internal appeals policy. If the motorist wishes to complain further, they are able to by following options led out in 1.1.

5. Responding to a complaint

5.1 All complaints must be acknowledged within 10 working days and must be responded to within 20 working days. However, we aim to acknowledge within 5 working days and respond within 10 working days. Where we are unable to respond to a complaint within 20 working days, we must write to the complainant and explain why the matter is not concluded and when it will be.

5.2 Once the investigator has determined the outcome of a complaint, we must write to the complainant explaining the outcome and the reasoning behind our decision. All points raised must be responded to in a clear, informative, and professional manner. A complaint is normally responded to in the same method as it was raised (i.e. post or email).

5.3 If a motorist is not happy with the way a complaint has been handled, we must refer them to the IPC. When responding to a complaint from an MP we must include the statement required by the IPC.