

Complaints Policy

Our aim

Car Park Services Limited (NI019831) is a parking management and enforcement company. Cosmo Airport car park is owned and operated by Car Park Services Limited. Handy Park is a trading name of Car Park Services Limited.

We are committed to providing a high standard of service and welcome feedback when something has gone wrong. We want to understand what happened, put things right where we can, and learn from the issue.

This policy explains how you can make a complaint and how we will deal with it.

What this policy covers

This policy covers complaints about our service, our processes, or the behaviour of people acting on our behalf.

It may include complaints from customers, clients, contractors, suppliers, local authorities, stakeholders, or members of the public.

This policy is not for employee grievances. Employees should use the relevant internal procedure.

The complaints procedure cannot be used as a method for complainants to appeal a penalty or parking charge.

Any matter concerning parking contraventions must be made in writing to the appeals' address stated on your most recent correspondence.

Complaints and appeals

A complaint is about the quality of service, how something was handled, or the behaviour of people acting on our behalf. An appeal is different. An appeal is where you are challenging the decision to issue a Parking Charge, Penalty, or other parking-related notice, and you want that decision changed.

If your issue is an appeal, you must follow the appeals process shown on the notice or in our most recent correspondence with you. If we receive a complaint that appears to be an appeal, or includes appeal points, we may treat that part as an appeal and tell you. We may also ask you to confirm what you want us to consider as a complaint.

How to make a complaint

Please make your complaint in writing where possible. This helps us record it correctly and understand what you want us to look at.

You can complain by:

- Email: info@carparkservices.com
- Post: Complaints Department, Car Park Services Limited, 36 Great Patrick Street, Belfast, BT1 2LT

We may also accept complaints made by another reasonable route. If a complaint is made by telephone, social media, or another informal route, we may ask you to confirm the details in writing or complete a complaint form. This helps us make sure we have understood the issue properly.

What to include

Please give us as much information as you can. This will help us investigate your complaint more quickly. Where relevant, please include:

- Your full name.
- Your contact details.
- Your vehicle registration.

- Any notice, booking, payment, permit, or reference number.
- The location, date and time of the issue.
- What happened and why you are unhappy.
- Who you have spoken to so far, if known.
- Copies of any letters, emails, photographs, receipts or other evidence.
- What you would like us to do to resolve the complaint.

If we need more information, we may ask you for it. If we do not have enough information or valid contact details, it may take longer to deal with your complaint, or we may be unable to investigate it fully.

When to complain

Please raise your complaint as soon as possible after the issue occurs.

For complaints linked to parking charges or matters covered by the British Parking Association requirements, complaints should usually be made within 56 days of the incident. We may still consider complaints outside this period where it is fair and reasonable to do so.

What happens next

We will record your complaint and review the information provided. We aim to acknowledge complaints within 14 days of receipt and provide a reference where appropriate.

We aim to respond within 28 days of receipt. Some complaints may take longer, for example where the matter is complex, where we need information from another party, or where further checks are needed. If more time is needed, we will let you know. Our response will explain the outcome of our review and any action we propose to take.

If you remain unhappy

If you remain unhappy with our response, you can ask for your complaint to be reviewed again. Please tell us why you remain unhappy and provide any further information you want us to consider.

A senior person who was not directly responsible for the first response will review the matter where possible.

When we have completed our internal review, we will confirm our final position.

If your complaint relates to a parking matter covered by our Accredited Trade Association, we will tell you how you may escalate the complaint if you remain dissatisfied. You may need to provide a copy of our final response before the complaint can be reviewed by that body.

Unreasonable behaviour

We understand that complaints can be frustrating. We will treat people with courtesy, fairness and respect, and we ask for the same in return.

We may change the way we deal with contact where behaviour is abusive, threatening, discriminatory, repeatedly unreasonable, or places an unfair demand on our time and resources.

This may include limiting contact, requiring contact in writing, or deciding not to respond further on an issue that has already been fully considered. Where we decide to change how we handle contact, we will tell the person affected where it is reasonable to do so.

How we record complaints

We keep a record of complaints and how they were handled. This helps us respond properly, review trends, identify training needs, and meet our obligations.



Records may include the complaint, correspondence, evidence, outcome, and any action taken. Complaint records are kept in line with our retention policy and any legal, regulatory, audit, Accredited Trade Association, or client contract requirements.

Data protection complaints

This policy covers service complaints. If your complaint is about how we have handled your personal data, you can make a data protection complaint.

Please mark your email or letter “Data Protection Complaint” so it reaches the right person promptly.

You can contact us by:

- Email: info@carparkservices.com
- Post: Data Protection, Car Park Services Limited, 36 Great Patrick Street, Belfast, BT1 2LT

You also have the right to complain to the Information Commissioner’s Office at any time. More information is available in our Privacy Policy.

How we use your information

We will use the information you provide to investigate and respond to your complaint.

Where needed, we may share relevant information with people involved in the matter, our client, the landowner, managing agent, permit provider, service provider, Accredited Trade Association, legal adviser, or another relevant party.

We will handle personal data in line with our Privacy Policy.

Review

We review this policy from time to time and may update it where our services, legal duties, client requirements, or Accredited Trade Association requirements change.