

# Complaints Policy



## Complaints Policy

### 1.0 Policy Statement

As part of Car Park Services Limited's commitment to provide a high standard of customer service, the company welcomes and encourages feedback on how we are doing. Our aim is to get things right, however, we are aware we will not always achieve this; therefore, we want to learn from our mistakes and improve.

We recognise that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible, so that we can try and put things right as quickly as possible at the initial stage.

***The complaints procedure cannot be used as a method for complainants to appeal a penalty or parking charge notice (PCN). Any matter concerning parking contraventions must be made in writing to the appeals' address stated on the PCN or on your most recent correspondence.***

### 2.0 Purpose and Scope

This Policy covers complaints from anyone including:

- Clients and Customers of our services
- Stakeholders
- Local Authorities
- Contractors
- Suppliers
- Members of the general public

It is not intended, however, as a means for staff to raise issues. Staff should refer to the Grievance Procedure set out within their Statement of Main Terms and Conditions of Employment.

### **3.0 Definitions**

Our definition of a complaint is something about the quality of the service we provided, our processes and/or the behaviour of our staff.

If a complaint is received that is considered to be or includes an appeal against the validity of a PCN, we will consider it as an appeal and advise the customer to follow the appeal process.

Our definition of an appeal – correspondence shared against the decision to issue a Parking Charge Notice or Penalty Charge Notice – where a change to that decision is requested.

### **4.0 Principles**

Customers can always expect to be treated with courtesy, respect and fairness. CPS expects customers to afford its employees the same courtesy, respect and fairness when communicating whether on the phone or in written correspondence. Our employees have the right to terminate a call or end a conversation if a complainant uses foul and/or abusive language, or if the employee has reason to believe it is a hoax.

Any complaint or correspondence that is deemed to incite, harass or abuse an employee will not be processed as a complaint. Instead, it will be passed on to the relevant external authorities. Similarly, our employees are not expected to deal with someone who, because of the frequency of their contact, places a strain on time and resources, and causes undue stress.

### **5.0 How Complaints will be recorded**

Complaints will be recorded on a complaint's register and kept on file for 36 months and these will be available on request to authorised bodies. The details that will be retained will be:

- Date of complaint
- Copy of complaint
- Copy of all correspondence
- The outcome
- Details of any corrective action required

All personal data will be redacted in line with GDPR requirements.

The complaints register will be reviewed every six months to identify trends and training opportunities.

## 6.0 Managing Complaints

There are three stages to our complaints procedure:

### 6.1 Stage One:

Complaints must be submitted in writing, either by post or email, using the contact details provided below. Once we receive your written request to make a complaint, we will issue a complaint form for you to complete. This form helps us gather all the necessary information, ensuring that the nature of your complaint is fully understood and accurately recorded. This process also helps to avoid any ambiguity or miscommunication that can occur when complaints are made over the telephone.

Email: [info@carparkservices.com](mailto:info@carparkservices.com)

Postal Address: Complaints Department, Car Park Services Ltd, 36 Great Patrick Street, Belfast, BT1 2LT

The complaint must be made within 56 days of the incident taking place.

A Manager will be appointed to investigate the complaint. When we receive a complaint, our aim will be to:

- Conclude the complaint at the initial response stage
- Acknowledge any new complaint within 14 days of receipt and provide a unique reference code. The acknowledgement will be sent to the name and address, or email provided. In the absence of valid contact details, it may not be possible to process a complaint or process it within the published timeframes.
- Investigate and provide a full response within 28 days of receipt
- If we cannot provide a response within 28 days, we will inform the person making the complaint to explain why and agree an extended timescale
- Explain how to challenge our decisions if the person making the complaint is unhappy with the outcome.

Please include the following information as it will help us investigate your complaint more effectively:

- Your full name
- Vehicle registration (if applicable)
- Contact details to include mobile/telephone number and email address
- Address and postcode

- What went wrong and why? (Including the location and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any photographs or letters to accompany the complaint
- How would you like this complaint to be resolved

## **6.2 Stage Two:**

A complaint will be considered at Stage Two if the person raising the complaint remains unhappy with the outcome and investigation carried out at Stage One.

At Stage Two in the process, you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far.

The Managing Director can be contacted on:

Email: [info@carparkservices.com](mailto:info@carparkservices.com)

Write to: Managing Director, Car Park Services Limited, 36 Great Patrick Street, Belfast BT1 2LT

The Managing Director will investigate in full and respond to you within 14 working days. In some cases, it may take longer to deal with the complaint if it is more complex. In these cases, we will speak to the person raising the complaint to explain the delay and when we expect to provide a response.

Once the outcome of a Stage Two complaint is agreed this will be the final route of escalation within our company.

## **6.3 Stage Three:**

If the complainant remains dissatisfied with our determination of the complaint, we will provide you with the details to enable you to complain to our Accredited Trade Association or Conformity Assessment Body (full details will be provided at the appropriate time). In order to escalate a complaint to our Accredited Trade Association or Conformity Assessment Body, the person making the complaint must supply our Accredited Trade Association or Conformity Assessment Body with a copy of our final complaint response. Our Accredited Trade Association or Conformity Assessment Body will not review escalated complaints where this is not provided by the complainant.

## **7.0 Persistent or Vexatious Complaints**

Where there are persistent or vexatious complaints, we reserve the right to respond to a complaint in a different way to the stages highlighted above. This may include not dealing with the complaint at all.

Where we decide to not follow our usual complaints procedure, we will notify the complainant in writing within 14 working days from the date the complaint was received.

## **8.0 Data Protection**

All complaints and related information received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018.

Please note, when a complaint concerns the issuing of a PCN issued by us, Car Park Services Limited is the data controller. As such the person making the complaint should be aware that any information provided in connection with the complaint will be used by Car Park Services to help us deal with it. The information provided may also be passed to Car Park Services' staff who were enforcing any parking restrictions or conditions at the relevant site. Information may also be shared with the landowner and any permit service provider if relevant to allowing the complaint to be investigated and resolved.

More information about your rights concerning the use of your personal data is available within our privacy policy found on our website [Privacy | Car Park Services Ltd](#)

## **9.0 Roles and Responsibilities**

All staff are responsible for positively promoting this policy.

Managers are responsible for inducting their staff effectively to ensure they understand the Complaints Policy and its procedures. They are also responsible for both managing and investigating complaints effectively and promoting an open and transparent culture where complaints are welcomed and learnt from.

The Business Services and Compliance Manager is responsible for reviewing the policy and for analysing complaints to identify trends and organisational learning and to advise the Management Team accordingly. They are also responsible for promoting the policy and ensuring it is effectively communicated.

<b>Policy Approved and Commenced:</b>	28.03.2025
<b>Lead Director:</b>	Managing Director
<b>Policy Owner:</b>	Business Services and Compliance Manager