



Date: 1st July 2024

Created by: Caroline Hastie, Director of Operations

Authorised by: Ken Marland, CEO -

A handwritten signature in black ink that reads 'K Marland'.

Review Date: 1st July 2025

Complaints Policy and Procedure

Policy Statement

The purpose of this policy is to provide a clear statement of intent with regards to the assessment, handling and investigation of complaints.

The aim of this policy is to ensure that all complaints, either written or verbal, are handled in a consistent and regulated manner. Where a complainant has cause to complain, the complaints handling procedure will be followed and a record made of the complaint to help improve our services and reduce the occurrence of similar complaints.

Purpose

ES Parking Enforcement Ltd is committed to delivering a fair, open and clear process for complaints and ensuring a satisfactory outcome for all complainants who raise a complaint.

This policy sets out our intent and objectives for how we handle complaints.

Objectives

- ✓ To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- ✓ To ensure our complaints procedure is accessible so that people know how to contact us to make a complaint.
- ✓ To make sure staff are aware of what to do if a complaint is received.
- ✓ To make sure complaints are investigated in a timely manner.
- ✓ To ensure the Data Protection Officer is involved in any complaints relating to personal data.

Training

All staff are trained in the internal complaint handling procedures as part of their induction and how to handle complaint situations in a face-to-face, written and/or telephone environment.

How to complain

Complaints should be put in writing and sent to ES Parking Enforcement, Suite 211, 131 Friargate, Preston PR1 2EF. Details on how to complain are outlined on the company website and on all letters.

Complaints handing process

- All complaints will be acknowledged within 14 days from receipt of the complaint and will put into the Complaints log.
- Complaints will be investigated and responded to within 28 working days from the initial complaint and the outcome added to the Complaints log.
- Complaint responses will be provided in writing, unless the complainant makes a specific request for an alternate form of communication.
- All complaints will be investigated and responded to by a trained member of staff.
- The complaint handler will gather evidence to uphold or dismiss the complaint which may include:
 - Speaking to a member of staff involved where applicable
 - Escalating to a manager if applicable
 - Reviewing the Parking Charge issued where applicable
 - Reviewing the Code of Practice to see if there has been a breach
- Complaints will be used to revise company procedures and to improve communication and business practices where applicable.

Informal Complaints

ES Parking Enforcement Ltd will always where possible try to resolve complaints at the first initial point of contact. Such complaints, if resolved, do not need to have an investigation or enter the formal complaint process.

Responding to a complaint

Where an official complaint has been received or the informal complaint was unable to be resolved at the first point of contact, a written acknowledgement will be sent to the complainant within 14 working days.

Investigating the complaint

The designated employee investigating the complaint will gather all necessary documents, recordings and information to review the complaint.

A final response letter will be sent to the complainant within 28 working days. Where there are exceptional circumstances for not concluding the complaint within 28 days, communication must be made with the complainant to explain why the matter has not been concluded and a timeframe of which they should expect a final response.

Where a complaint has identified issues that breach the Code of Practice the breach must be reported to the IPC within 3 working days of becoming aware of the breach. Serious breaches should be reported within 1 working day.

Recording of complaints

All complaints are recorded on the Complaint Log. These should be audited regularly to ensure any lessons can be learned and improvements made. The complaints log should include the following information:

- Date
- Nature of complaint
- Complaint reference
- Lead investigator
- Decision letter sent Y/N

- Date complaint closed
- Lessons learned/actions where applicable

Complaints from Members of Parliament

In addition to the requirements above where a complaint is received from an MP, upon resolution of the complaint the MP should be referred to the MP portal on the IPC website.

The following statement must be included in any response to an MP:

“We are members of the International Parking Community (IPC) Accredited Operator Scheme (AOS). The IPC is a DVLA Accredited Trade Association (ATA) and has a Code of Practice and an Independent Appeals Service (IAS) that allows a Motorist access to an independent adjudication process on the lawfulness of Parking Charges issued by their members. An important condition of being an AOS member is that operators must adhere to The Code.

If you are not content with the response, we have provided you with, you can refer this to the IPC who will investigate and provide you with a response. To make this process as simple as possible the IPC has created a communication portal on their website <https://theipc.info/login> for you to use. They have created a username for all members of Parliament. Your username will be your email address. An email will have been sent with your login details. There is an option for you to reset your password if you are unable to login. If you have any issues, please contact the IPC via email on mp.enquiries@theipc.info.