

COMPLAINTS HANDLING PROCEDURE

INTRODUCTION

If you are not satisfied with a service that we provide you are able to submit a complaint. Your complaint will be directed to our Complaint's Manager and will always be investigated by an independent member of staff.

Please be advised that a complaint against the merit of a parking charge that is not a complaint against any services that we provide will be handled by a member of our correspondence team.

Parking Charge Limited ensure its decisions on complaints are in a non-discriminatory manner, in line with the requirements of the accredited parking association.

This policy is designed to deal with concerns raised in relation to the parking enforcement only; complaints that do not relate to matters pertaining to the BPA's Approved Operator (Code of Practice) Act 2019 are not covered under the scope of this policy.

Any complaints made against the merit of the PCN will be treated as an appeal rather than a complaint, and you will be notified accordingly.

HOW TO MAKE A COMPLAINT

A complaint should be made in writing which ensures a robust audit trail, and that the complaint is answered in full. Once we have received your complaint, the case will go on hold, and you will receive an acknowledgment within 14 days with the unique reference number of your complaint.

All complaints will be answered within 28 days of receipt of the complaint. If for any reason we require additional time to provide a full answer, we will write to you and advise you on the timescales.

We accept a complaint in writing:

Parking Charge Limited
PO Box 1484
Northampton
NN2 1DW

Or by email:
Complaints@pcnpay.co.uk

Complaints must be received within 56 days of the incident taking place.

ESCALATION PROCESS

Stage 1

If you are unsatisfied by our handling of your complaint, you can escalate this to Lauren Winfield, Compliance Manager of Parking Charge Limited. The Compliance Manager will acknowledge your escalated complaint within 14 days. Our Compliance Manager will then furnish you with a response 28 days unless exceptional circumstances have been identified. If more time is required, you will be written to within this timeframe with an update.

Stage 2

If you remain dissatisfied with the outcome of the complaint, we will provide you with details to enable you to complain to our Accredited Trade Association or Conformity Assessment Body.

You will need to provide a copy of our final complaint response to the above bodies to enable you to escalate the complaint. They will be unable to review an escalated complaint without this information.

CONFIDENTIALITY

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018. A record of the complaint will be retained on our systems for a period of 36 months at which point it will be deleted.

Please note, when a complaint concerns the issuing of an PCN issued by us, Parking Charge Limited are the data controller. As such the customer should be aware that any information provided in connection with the complaint will be used by Parking Charge Limited to help us deal with it. The customer's information may also be passed to Parking Charge Limited 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.

For more information on how we use your information you can contact our data protection officer Lauren Winfield. More information about your rights concerning the use of your personal data is available within our privacy policy found on our website www.PCNpay.co.uk.