



COMPLAINTS POLICY

Premier Parking Solutions Ltd takes complaints seriously as they help us to improve areas of our business operations.

Our complaints policy is an opportunity for customers to tell us when we might have fallen short of expectation, and how we can make corrective actions.

Premier Parking Solutions Ltd receive, evaluate, make and record its decisions on complaints in a non-discriminatory manner, in accordance with the requirements of the accredited parking association.

Stage 1 – How can someone complain

- Motorists can submit a complaint via letter to: Premier Parking Solutions Ltd, PO Box 74 Plymouth PL1 9JE or by sending an email to contact@pps.uk.com . You MUST complain to us directly in the first instance.
- A complaint received via letter will be scanned and emailed onto the system. 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 Premier Parking Solutions Ltd, however limited concerns raised with the legitimacy of a PCN is more likely to be an appeal.

Stage 2 – Recording complaints

- Complaints are recorded within our internal complaints register. Recording the following:
- Date of complaint
- Copy of the complaint
- Copy of all correspondence
- Outcome of complaint
- Details of corrective action required and undertaken to ensure the situation does not recur (where the complaint has merit)

Stage 3 – Acknowledging complaints

- Complaints will be acknowledged within 14 days from the date of receipt.
- An Acknowledgement confirms that the complaint has been received and is being looked into.

Stage 4 – Investigating complaints

- Complaint handlers will review the complaint
- Gather evidence to uphold or dismiss the complaint
- Speak to the member of staff involved if applicable
- Review parking charge issued where applicable
- Review against the code of practice

Stage 5 – Where a complaint also purports to be an appeal

- Where a complaint also includes information that purports to be an appeal the appeals process should be enacted.
- The complainant should be informed that the complaint is being treated as an appeal and therefore the appeals process is being followed.

Stage 6 – Concluding complaints

- Complaints must/will be investigated and concluded within 28 days of receipt.
- Responses should be made in the way in which the complaint was initially logged i.e. if it was submitted by post, the response should be sent by post. (Unless the complainant has specified another form of communication.)
- The outcome shall be recorded in the complaints log.
- If you are not satisfied with our response, then you may refer your complaint to the IPC. Further details can be found at www.theIPC.info.

Please note our complaint log is kept for 36 months rolling.