

Complaint Handling Policy

Last Updated: 13/07/2026

At **UK Parking Control Management Ltd** (“UKPCM”, “we”, “our”, or “us”), we are committed to providing professional, transparent, and fair parking management services. We recognise that, on occasion, customers, landowners, or members of the public may wish to raise concerns regarding our services.

This Complaint Handling Policy explains how complaints are managed, investigated, and resolved.

Our Commitment

We are committed to:

- Treating every complaint fairly and impartially.
 - Investigating concerns thoroughly.
 - Responding professionally and within reasonable timescales.
 - Learning from complaints to improve our services.
 - Maintaining compliance with the applicable industry Code of Practice.
-

What Is a Complaint?

A complaint is any expression of dissatisfaction regarding the service provided by UK Parking Control Management Ltd, including concerns relating to:

- The conduct of our staff or parking enforcement officers
- Customer service standards
- Operational procedures
- Parking management practices
- Compliance with the relevant Code of Practice
- Administrative errors
- Communication or correspondence

A complaint is **not** the same as an appeal against a Parking Charge Notice (PCN).

If your concern relates solely to the validity of a Parking Charge Notice, it must be submitted through our formal Appeals Process.

How to Submit a Complaint

Complaints may be submitted using any of the following methods:

Email

 complaints@ukparkingcontrolmanagement.co.uk

Post

UK Parking Control Management Ltd

167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF United Kingdom

When submitting a complaint, please provide as much information as possible, including:

- Your full name
- Contact details
- Vehicle Registration Number (if applicable)
- Parking Charge Notice reference (if applicable)
- Date and location of the incident
- A detailed explanation of your complaint
- Any supporting photographs or documents

Providing complete information will help us investigate your concerns more efficiently.

Complaint Acknowledgement

We aim to acknowledge receipt of all complaints within **five (5) working days**.

Our acknowledgement confirms that:

- Your complaint has been received.
 - A case reference has been created.
 - An investigation has commenced.
-

Investigation Process

Every complaint is reviewed independently by a member of our Customer Services or Compliance Team who was not directly involved in the matter where reasonably possible.

During the investigation we may:

- Review parking records
- Examine photographs or CCTV images
- Review ANPR data where applicable
- Assess correspondence
- Interview employees involved
- Consult the landowner or managing agent
- Review compliance with our internal procedures and applicable industry standards

Where additional information is required, we may contact you before reaching a decision.

Complaints Involving Parking Charge Notices

If your correspondence raises issues relating both to customer service and the validity of a Parking Charge Notice, we may separate the matter into two processes:

- A formal appeal against the Parking Charge Notice.
- A complaint concerning our service.

This ensures both matters receive appropriate consideration under the correct procedures.

Response Times

We aim to provide a full written response within **28 calendar days**.

Where a complaint is particularly complex or requires information from third parties, additional time may be required.

If this occurs, we will keep you informed and explain the reason for the delay together with an estimated completion date.

Complaint Outcomes

Following our investigation, we will provide a written decision explaining:

- The findings of our investigation
- Whether the complaint has been upheld, partially upheld, or not upheld
- Any corrective action taken

- Any lessons identified
 - Any further options available to you if you remain dissatisfied
-

Continuous Improvement

Complaints provide valuable feedback that helps improve our services.

Where appropriate, outcomes may result in:

- Staff coaching or additional training
- Updates to operational procedures
- Improvements to customer communication
- Changes to site management practices
- Internal compliance reviews
- Additional monitoring of parking operations

Where systemic issues are identified, corrective actions will be implemented promptly.

Complaint Records

All complaints are recorded securely within our internal complaints management system.

Records typically include:

- Complaint reference number
- Date received
- Details of the complainant
- Supporting evidence
- Internal investigation notes
- Outcome
- Corrective actions (where applicable)

Complaint records are retained only for as long as necessary in accordance with our Data Retention Policy and applicable legal requirements.

Regulatory Compliance

As an Accredited Operator, UK Parking Control Management Ltd is committed to operating in accordance with the applicable industry Code of Practice.

Where an investigation identifies a significant compliance issue, appropriate action will be taken, which may include notifying the relevant Accredited Trade Association or regulatory body where required.

Escalating Your Complaint

If you remain dissatisfied after receiving our final response, you may be entitled to refer your complaint to the relevant independent organisation or Accredited Trade Association where applicable.

Details of any available escalation process will be provided in our final response.

Where your complaint relates to a Parking Charge Notice, you may also have access to an independent appeals process in accordance with the relevant Code of Practice.

Complaints from Members of Parliament

We recognise the important role played by Members of Parliament in representing constituents.

Where correspondence is received from an MP, we will investigate the matter in accordance with this policy and respond directly to the Member of Parliament.

Where appropriate, we will also provide information regarding any independent review mechanisms available through our Accredited Trade Association.

Equality and Fairness

We are committed to treating every complainant fairly, respectfully, and without discrimination.

We will make reasonable adjustments where required to ensure our complaints process is accessible to everyone.

Contact Us

If you wish to make a complaint or have any questions regarding this policy, please contact:

UK Parking Control Management Ltd

 **complaints@ukparkingcontrolmanagement.co.uk**

 **0330 043 9765**

 **167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF**