

Customer Complaints Policy and Procedure

1. Introduction

APCOA Parking (UK) values the people it employs and the people it serves. We take customer complaints seriously to improve areas of our products and services, and resolve any issues relating to the consistency and quality of our business operations.

Our customer complaints policy and procedure is an opportunity for customers to tell us when we might have fallen short of expectation, and how we can put things right.

It enables managers to investigate and address any issues relating to our service delivery and staff conduct, to safeguard the integrity and good reputation of APCOA Parking (UK) and its affiliated companies.

2. Making A Complaint

The customer complaints policy and procedure cannot be used as a vehicle for complainants to appeal a penalty or parking charge notice (PCN). Matters relating specifically to parking contraventions must be made in writing to the appeals' address stated on the PCN.

2.1 APCOA's formal customer complaints procedure is administered as follows:

2.1.1 Customers who wish to make a new complaint are required to do so in writing (see section 3). An agent will then register the complaint electronically, and forward it onto the appropriate member of staff to investigate.

2.1.2 Upon receipt of a complaint, APCOA will acknowledge the complaint within three working days to the name and address of the person making the complaint. In the absence of a valid postal address and contact name, it may not be possible to process a complaint or within the published timeframe.

2.1.3 We endeavour to respond personally to all customer complaints within 14 days. In some cases, however, the allotted timeframe could be extended due to the nature of the complaint, and the complexities surrounding any investigation. If we are unable to resolve a complaint within 28 days, we will write to you to advise you of our progress.

Any customer correspondence that is deemed to incite, harass or abuse a member of staff will not be processed as a complaint. Instead, it will be passed onto the relevant external authorities.

3. Contact Details:

Postal Address: UK Customer Complaints Team, PO Box 1010, Middlesex UB8 9NT

Telephone: 0345 301 1151

Email: UKcustomercomplaints@apcoa.com

4. Following Up A Complaint

You can follow-up your complaint at any stage by contacting a member of our Customer Service Centre on 0345 301 1151. Please have your complaint reference number to hand, as this will enable the call handler to deal with your complaint more efficiently. Telephony agents will only be able to provide you with a status update. All calls are recorded for training and quality assurance purposes.

In the event that you are not satisfied with the handling of your complaint after 28 days from the receipt of your complaint, you can escalate your complaint to the Head of Customer Services at the above address.

5. Confidentiality

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018. The identity of the person making a complaint will not be made public by APCOA Parking (UK). The company, however, reserves the right to respond to any media enquiries relating to a complaint.

Please Note – in respect of complaints concerning tickets issued by APCOA Parking (UK) Limited ('APCOA') APCOA are the Data Controller. As such you should be aware that any information you provide in connection with your complaint will be used to deal with it. Your information may also be passed to our staff who were enforcing the parking restrictions at the relevant site. Your information may also be shared with the land owner and any permit service provider if relevant.

For more information on how we use your information you can contact the Data Protection Officer via dpo@apcoa.com and more information about your rights concerning the use of personal information is available in our privacy policy, or via the Information Commissioner (www.ico.org.uk).

6. Disclaimer

Call handlers have the right to terminate a call in the event that a complainant uses foul and/or abusive language, or if the operator has reason to believe it's a hoax call.