

## Complaints procedure - 2025







### Stage 1 – How can someone complain

Complaints must be sent to complaints department either by post – Parking and Property Management Limited, Complaints Department, Lily Hill House, Lily Hill Road, Bracknell, RG12 2SJ or by email – [info@pandpmanagement.co.uk](mailto:info@pandpmanagement.co.uk).

All appeals must include a full serviceable responding address. (Please note, appeals do not fall into this category).

### Stage 2 – Recording complaints

Complaints shall be recorded in the internal Complaints register. The following information must be recorded:

-  date of complaint;
-  the complainant;
-  copy of complaint;
-  copy of all correspondence;
-  outcome;
-  details of corrective action required and undertaken to ensure the situation does not recur (where the complaint has merit).

The complaints register must maintain the last 36 months of complaints.

### Stage 3 – Acknowledging complaints

Complaints must be acknowledged to the complainant within 14 days from receipt of the complaint. An acknowledgement is that the complaints has been received and is being investigated

### Stage 4 – Investigating complaints

Investigations shall be completed by trained complaints handlers. The complaints handlers shall:

-  Review the complaint



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- 🏠 Gather evidence to uphold or dismiss the complaint. Which may include
  - Speak to member of staff involved (where applicable)
  - Speak to team leader (where applicable)
  - Review parking charge issued (where applicable)
- 🏠 Review against the Code of Practice to see if there has been a breach

### **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, and the complainant should be informed that the complaint is being treated as an appeal and therefore the appeals process is being followed.

If after further investigation it is clear that the complaint is not relevant to an appeal or the complainant informs the parking operator that they do not wish it to be handled as an appeal, then the process shall revert back to the complaints process.

### **Stage 6 – Concluding complaints**

Complaints must be investigated and concluded within 28 days of receipt.

Responses should follow the way in which the complaint was initially lodged by the member of the public i.e. if the original complaint was submitted by post, the response should be sent to the complainant through the post unless the complainant has specifically requested a response through another form of communication.

The outcome shall be recorded in the complaints log

When concluding a complaint, the response shall inform the complainant that if they are not happy with the way that the complaint has been concluded that they can refer the complaint to the IC and provide them with the details of how to do this.

### **Stage 7 – Exceptional circumstances**

Where there are exceptional circumstances for not concluding the complaint within 28 days, communication must be had with the complainant to explain why the matter will not be concluded within the timeframe and when it will be. Communication must be sent to the complainant when the complaint is concluded.





### **Stage 8 – Corrective action**



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If the complaint is upheld, any corrective action shall be recorded in the complaints log. Corrective action may include:

-  Staff training
-  Staff disciplinary
-  Amending processes
-  Suspending enforcement on a site

### **Stage 9 – Reporting breaches of the Code of Practice**

Where the investigate has identified issues that constitute a breach of the code of practice this shall be reported to the IPC to investigate. The IPC shall be provided with all of the information gathered from the original complaint and subsequent investigation.

All material breaches of the code of practice shall be reported to the IPC within 3 working days of becoming aware of the breach. Serious breaches should be notified within 1 working day of becoming aware of it.

A material breach is a breach which is likely to result in risk to an individual, the organisation, the industry, or the IPC. A serious breach is a breach which is likely to result in sanction points under the sanction scheme.



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