

# Complaints Policy and Procedure

Parking & Property Management Ltd (PPM) view complaints as an opportunity to gain experience and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

## Our Policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at PPM knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

## Definition of a Complaint:

Any expression of dissatisfaction made to PPM about any of its products, its services, or the behaviour/conduct of; an Association or employee

## Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest i.e., PPM, clients, stakeholders, suppliers, members of the public, this list is not exhaustive.

## Confidentiality

All information regarding a complaint will be managed sensitively, telling only those who need to know, and PPM will follow any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with PPM's Board of Directors.

## Publicised Contact Details for Complaints:

Written (hard copy) complaints must be sent to the Customer Support Manager, 12<sup>th</sup> Floor, Ocean House, The Ring, Bracknell, Berkshire, RG12 1AX. Written complaints (electronic – email) must be sent to [info@pandpmanagement.co.uk](mailto:info@pandpmanagement.co.uk)

All complaints must provide a full serviceable responding address (please note appeals do not fall into this category).

**Service Levels:****Step One:**

We will do the following:

- Keep a record of your complaint
- Acknowledge receipt of your complaint within 7 days of receipt
- Do our best to settle your complaint at step one and respond within twenty-eight working days from receipt of the complaint
- All complaints will be investigated and the findings and decision regarding the nature of the complaint will be conveyed to the complainant
- At any stage, we will tell you if we are not able to respond within these timescales or if we need to manage your complaint differently.

**Step Two:**

- If you are not happy with the response you have received, you can contact us within fourteen working days of receiving our response.
- If there is no response from the complainant within 28 days of the date of the findings and decision made by PPM, this will deem the complaint to be satisfied and the file will be closed.
- We will arrange for a manager to investigate and respond within ten working days from the date we receive your escalation.

**Step Three:**

If you believe PPM have failed to follow the International Parking Community's Code of Practice, you can escalate your complaint to our governing regulatory body:

The International Parking Community (IPC)  
[www.theIPC.info](http://www.theIPC.info)

**Monitoring and Learning from Complaints:**

To ensure that lessons are learnt from complaints received. PPM reviews all complaints quarterly to identify any trends which may indicate a need to take further action and or if any learning and development of employees need to be undertaken if appropriate.