Complaints Policy

1. Introduction

ANPR Parking Services Ltd takes complaints seriously as they help us to improve areas of our products and services and to resolve any issues relating to the consistency and quality 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 put things right.

ANPR Parking Services 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.

2. Policy Scope

The policy is designed to deal with concerns raised in relation to parking enforcement only; complaints that do not relate to matters pertaining to the BPA's Approved Operator Scheme or the relevant Code of Practice are not covered under the scope of the policy.

3. Definition of a Complaint

The complaints policy is not intended to be used as a method for motorists to appeal a Parking Charge or Notice of Parking Charge. Matters relating specifically to appeals must be made in writing as instructed on the notice itself.

If a complaint is received that is considered to be or includes an appeal against the validity of a Parking Charge or Notice of parking charge, we will treat it as an appeal and advise the customer of this, unless we are informed that the customer does not wish it to be so handled.

Our definition of a complaint is something about the quality of the service provided by an organisation, its processes and/or the behaviour of its staff.

Our definition of an appeal – correspondence shared against the decision of an organisation – in this instance, the decision to issue a Parking Charge Notice or Notice of Parking Charge – where a change to that decision is required.

4. How to make a Complaint

Customers who wish to make a complaint must do so in writing. This is to ensure we know exactly what the nature of the complaint is and this reduces the possibility of ambiguity or of the customer’s complaint not being correctly recorded over the telephone. The complaint will then be registered onto our system and a unique reference code generated.

Once the complaint has been received, we will acknowledge the complaint within 14 days and provide the unique reference code. The acknowledgement will be sent to the name and address or email provided. In the absence of valid contact details, it may not be possible to process a complaint or process it within the published timeframes.

We will respond to complaints within 28 days of receipt. 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 reply to the complaint within 28 days, the customer will be written to, to advise of progress.

A complaint must be made in writing via email or post:

Email: Complaints can be issued via a webform on our website;

[Client Contact | Debt Recovery Plus](https://www.debtrecoveryplus.co.uk/customer-enquiry/contact)

https://www.debtrecoveryplus.co.uk/customer-enquiry/contact

Postal Address: Debt Recovery Plus Ltd PO Box 219 Manchester M34 3UL

The complaint must be made within 56 days of the incident taking place.

5. How Complaints will be recorded

Complaints will be recorded on a complaint's register and kept on file for 36 months and these will be available on request to authorised bodies. The details that will be retained will be:

- Date of complaint
- Copy of complaint
- Copy of all correspondence
- The outcome
- Details of any corrective action required

All personal data will be redacted in line with GDPR requirements.

The complaints register will be reviewed every 28days to identify trends and training opportunities.

6. Escalation Process

6.1 Stage one

In the event that the customer is not satisfied with the handling of the complaint, the complaint can be escalated to MIchelle@anprparkingservices.co.uk. The Director will acknowledge the escalated complaint within 14 days. A full response to your complaint will be issued within 28 days unless exceptional circumstances have been identified. If more time is needed, the customer will be written to with an update.

6.2 Stage two

If the customer remains dissatisfied with our determination of the complaint, we will provide you with the details to enable you to complain to our Accredited Trade Association or Conformity Assessment Body (full details will be provided at the appropriate time).

In order to escalate a complaint to our Accredited Trade Association or Conformity Assessment Body, the customer must supply our Accredited Trade Association or Conformity Assessment Body with a copy of our final complaint response.

Our Accredited Trade Association or Conformity Assessment Body will not review escalated complaints where this is not provided by the customer.

7. Confidentiality

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018.

Please note, when a complaint concerns the issuing of an NPC issued by us, Debt Recovery Plus Ltd are the data controller. As such the customer should be aware that any information provided in connection with the complaint will be used by Debt Recovery Plus Ltd to help us deal with it. The customer's information may also be passed to ANPR Parking Services Ltd staff who were enforcing any parking restrictions or conditions at the relevant site. Information may also be shared with the landowner and any permit service provider if relevant to allowing the complaint to be investigated and resolved.

For more information on how we use your information you can contact our data protection officer Ann Fielding-Burton. More information about your rights concerning the use of your personal data is available within our privacy policy found on our website wwwanprparkingservices.co.uk.