

Introduction

Premier Park Ltd takes complaints seriously as they help us to improve areas 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.

Premier Park 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.

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 Code of Practice or Parking (Code of Practice) Act 2019 are not covered under the scope of the policy.

1. Options to lodge a complaint

1.1 Motorists can submit a complaint via letter to The Complaints Team, Premier Park Ltd, PO Box 624, Exeter, EX1 9JG or by sending an email to complaints@premierpark.co.uk. A complaint received via letter will be scanned and emailed to the complaint inbox. A complaint can relate to a specific PCN or may be wider. A complaint is a grievance which raises concerns with the processes, policies, services, or staff at Premier Park, whereas limited concerns raised with the legitimacy of a PCN is more likely to be an appeal.

2. Who can complain?

2.1 Complaints can be submitted by motorists, either a Driver or Registered Keeper. If a complaint is submitted on behalf of a motorist, by a third party, we may require additional authorisation to process the complaint as per General Data Protection Regulations 2018.

3. Investigating a complaint

3.1 All complaints are investigated thoroughly by a dedicated member of staff. The investigation process can vary depending on the complaint raised but will typically include a thorough investigation of the underlying PCN and any specific concerns raised by the motorist. This will include liaising with other departments where relevant.

3.2 Training is provided to all complaint handlers prior to and throughout their time within the department. The training is regularly reviewed and updated to meet the requirements of our governing body and any changes in legislation.

3.3 In certain circumstances, complaints can be handled directly via the Appeals Team following the internal appeals policy. If the motorist wishes to complain further, they are able to by following options led out in 1.1.

4. Responding to a complaint

4.1 All complaints must be acknowledged within 14 working days and must be responded to within 28 working days. However, we aim to acknowledge within 5 working days and respond within 10 working days. Where we are unable to respond to a complaint within 28 working days, we must write to the complainant and explain why the matter is not concluded and when it will be.

4.2 Once the investigator has determined the outcome of a complaint, we must write to the complainant explaining the outcome and the reasoning behind our decision. All points raised must be responded to in a clear, informative, and professional manner. A complaint is normally responded to in the same method as it was raised (i.e. post or email). In the absence of valid contact details, it may not be possible to process a complaint or process it within the published timeframes.

4.3 If a motorist is not happy with the way a complaint has been handled, we may refer them to the BPA.

5. Logging a complaint

5.1 All complaints and their outcomes must be recorded on the complaints log, with all fields completed. This includes the details of any corrective action required to ensure the situation does not reoccur, if applicable. This information is retained for 36 months.

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 the Complaints Team. The Complaints Team 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; the British Parking Association (BPA) In order to escalate a complaint to the BPA, the customer must supply BPA with a copy of our final complaint response. The BPA will not review escalated complaints where this is not provided by the customer.

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 PCN issued by us, Premier Park 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 Premier Park Ltd to help us deal with it. The customer's information may also be passed to Premier Park Ltd's 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 via dpo@premierpark.co.uk. More information about your rights concerning the use of your personal data is available within our privacy policy found on our website <https://www.premierpark.co.uk/privacy-policy>.