



# Complaints Policy

## 1. Introduction

Key Parking UK Limited 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.

Key Parking UK Limited 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 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 Notice (PCN). 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 PCN, 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 – where a change to that decision is required.

### **Our complaints policy does not cover:**

- Comments about our policies or policy decisions
- Matters that have already been fully investigated through this complaints procedure
- Anonymous complaints
- Appeals/dissatisfaction relating to the issuance of a Parking Charge Notice
- Decisions made by the Parking on Private Land Appeals service (POPLA)
- Car parking tariffs

## **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: [info@keyparkinguk.com](mailto:info@keyparkinguk.com)

Postal Address: Key Parking UK Limited  
71-75 Shelton Street  
Covent Garden  
London WC2H 9JQ

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 six months to identify trends and training opportunities.

## **6. Escalation Process**

### **6.1 Stage one**

Your complaint will be reviewed, and a full response will be issued within 28 days unless exceptional circumstances have been identified. If more time is needed, we will write to you 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).

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

Our Accredited Trade Association 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 a PCN issued by us, Key Parking UK Limited are the data controller. As such the customer should be aware that any information provided in connection with the complaint will be used by Key Parking UK Limited to help us deal with it. The customer's information may also be passed to Key Parking UK 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. More information about your rights concerning the use of your personal data is available within our privacy policy found on our website [www.keyparkinguk.com](http://www.keyparkinguk.com)