

MAKING A COMPLAINT

UK Parking Patrol Office Ltd aims to achieve the highest possible standards in all areas of our business and particularly in dealing with our customers. There are of course times when things go wrong. This form sets out our internal complaint's procedure, and advises you to whom you can complain, and how you can expect your complaint to be dealt with.

If you wish to make a complaint rather than appeal a parking charge notice, then in the first instance any concern or problem should be raised with a member of staff who may be able to resolve any issues immediately. If this is not possible or does not resolve the issue the customer should submit a complaint in writing or via email. Written complaints should be made to:

Complaints Department
UK Parking Patrol Office Ltd
PO BOX 453, Dukinfield, SK149FG

Email: info@parkingpatrol.co.uk

If you require any more information regarding this, you can contact our Customer Services team on telephone number 03707 203 807

We will acknowledge receipt of your complaint within 10 working days. All complaints are fully investigated, and we aim to resolve any issues within 20 working days.

We constantly strive to improve our standards and procedures, that's why we do take your complaint seriously and following any complaint outcome, we may review our procedures and make changes to improve our service.

If you do not accept our response and wish to take the matter further, you can challenge the decision. You simply need to contact The Complaints Manager in writing and advise us that you wish to challenge the outcome of the complaint.

If you are still not happy with the outcome, please contact the organisation listed below:

The International Parking Community

Website: <https://www.theipc.info/motorist-advice> (*this webpage tells you how to lodge a complaint*)