

Complaints Procedure

The complaint procedure is not part of our Parking Charge Notice (PCN) appeals procedure. If you are appealing a PCN, please follow the guidance on your letter and as found on our website. This complaint procedure is also not an acceptable stage for furthering an appeal. Please follow the guidance within your appeal outcome.

All complaints must be in writing either by post or email. We are unable to deal with complaints over the telephone and must be in writing to the following address in order to produce an audit trail.

Local Parking Security Ltd

PO Box 6321

Warwick

CV34 9QB

Or

lps@localparkingsecurity.co.uk

Upon receiving a complaint the office will check to see if the problem has been resolved. If not resolved the office will investigate the complaint and take appropriate action.

If the complaint relates to a member of the LPS team the person involved will be informed and given the opportunity to respond.

We aim to acknowledge all complaints within 7 working days.

LPS aim to resolve all complaints with 28 days after an investigation has been completed. If an investigation is likely to take longer than 28 days an update to the complaint will be issued.

The response to the complaint will describe the investigation and any action taken to resolve the complaint.

If the complainant feels that the problem has not been resolved satisfactorily they can request that the complaint is passed to senior management for further investigation.

The complaint will be investigated further and any update issued to the complainant within 28 days.

The outcome of the complaint will describe the action taken to investigate the complaint and the conclusions from that investigation.

The decision made at this stage will be final unless senior management decide to seek external assistance with a resolution.

External Resolution

If the customer remains dissatisfied with our resolution of the complaint, we will provide you with the details to enable you to complain to our Accredited Trade Association. Details will be provided at the appropriate time.

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.

Senior management may vary this procedure to avoid a conflict of interest.

This complaint procedure is reviewed annually.