

Universal Parking Enforcement Ltd

Complaints Policy

This document provides guidelines for resolution and the treatment of complaints made by our clients and members of the general public.

1. POLICY STATEMENT

At Universal Parking Enforcement Ltd, we believe that if our client or a member of the general public wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is Universal Parking Enforcement Ltd policy to receive complaints and consider them as an opportunity to learn, adapt, improve and provide a better service.

In addition, a quick resolution of complaints, in a way that respects and values the person's feedback, can be one of the most important factors in recovering the person's confidence about the service provided by the company. It can also help prevent further escalation of the complaint. A responsive, efficient, effective and fair complaint procedure can assist us to achieve this.

The purpose of this policy is to ensure that complaints are handled properly and that all complaints or comments are taken seriously. This company expects to commit to a fair, effective and efficient complaint handling process.

2. PURPOSE

This policy is intended to ensure that Universal Parking Enforcement Ltd handle complaints fairly, efficiently and effectively. The company's objective is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and equitably.

Our complaint process aims to:

- allow us to respond to questions raised by people who file complaints in a timely and cost-effective manner
- increase customer confidence in our administrative process, and
- provide information that we can use to improve the quality of our services and complaint handling process.

This policy provides guidance about the key principles and concepts of our complaint process.

3. SCOPE

This policy applies to all staff receiving or managing complaints from our clients and the general public made to or about us, regarding our services, staff and complaint handling.

4. WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction about the services offered by Universal Parking Enforcement Ltd or its staff or the action or lack of action taken regarding operations, facilities or services provided by Universal Parking Enforcement Ltd or by a person or body acting on behalf of Universal Parking Enforcement Ltd.

5. COMPLAINT PROCEDURE

- All complaints must be received in writing to mail@universalparking.co.uk and will be dealt with by the Complaints Manager. All complaints received will be entered into our Complaint Register and an acknowledgement receipt will be sent to you within 10 working days of receipt.
- If necessary, further clarification may be obtained from the complainant. If the complaint is not made by the client but on their behalf, the client's consent, preferably in writing, must be obtained in advance from the client.
- After receiving a complaint, an email reply will be sent to the complainant clearly explaining the complaint process, the time it can take and realistic expectations.
- On receipt of a complaint Universal Parking Enforcement Ltd would launch an investigation and within 20 working days will provide a full explanation of the outcome to the complainant in writing.
- The Complaint Manager will record all relevant information about the complaint and keep it as simple and accurate as possible.
- If the complaint raises potentially serious concerns, this will be investigated by Universal Parking Enforcement Ltd and, where necessary, be passed to the International Parking Community (IPC).
- If the issues are too complex for the investigation to be completed within 20 working days, the complainant will be informed of any delays.