Complaints Policy

Parking Charges

What is a complaint?

A complaint is considered to be a grievance about our conduct or process in relation to our compliance with the Code of Practice; Parking Charge disputes do not fall into this category.

How can someone complain

Complaints are submitted by email to complaints@alliance-parking.co.uk

Acknowledging complaints

Complaints are acknowledged within 14 days from receipt (usually instantly); informing the complainant that the matter is being investigated.

Investigating complaints

Investigations will be completed by a trained complaints handler, who will:

- Review the complaint
- Gather evidence to uphold or dismiss the complaint.
- Review against the Code of Practice to see if there has been a breach

Where a complaint is considered to be an appeal

Where a complaint is deemed to be an appeal, the complainant will be encouraged to follow the appeals process and complete the online appeal form here:

www.alliance-parking.co.uk/appeals

Use of the online appeal form ensures that the appellant provides all the information that we require to process their appeal, which is often omitted from an email e.g. whether the appellant was the driver, the appellants' postal address etc.

Concluding complaints

Complaints will be investigated and concluded within 28 days of receipt.

Where there are exceptional circumstances for not concluding the complaint within 28 days, the complainant will be contacted to explain why the matter will not be concluded within the timeframe and when it will be. Communication will then be sent to the complainant when the complaint is concluded.

Responses will be given in the manner in which the complaint was initially lodged by the member of the public i.e. if the original complaint was submitted by email, the response will be sent to the complainant through by email unless the complainant has specifically requested a response through another form of communication.

When concluding a complaint, the response shall inform the complainant that if they are not happy with the way that the complaint has been concluded that they can refer the complaint to the IPC and provide them with the details of how to do this.

Corrective action

If the complaint is upheld, any corrective action is recorded in our complaints log. Corrective action may include:

- Staff training
- Staff disciplinary
- Amending processes
- Suspending enforcement on a site

Recording complaints

Complaints are recorded in the internal Complaints register. The following information is recorded:

- Date of complaint.
- The complainant.
- Copy of complaint.
- Copy of all correspondence.
- Outcome.
- Details of corrective action required and undertaken to ensure the situation does not recur (where the complaint has merit).

The complaints register retains the above records for at least 36 months.

Complaints from Members of Parliament

Where a complaint is received from an MP, upon resolution of the complaint, the MP will be referred to the MP portal on the IPC website.

The following statement will be included in any response to an MP:

"We are members of the International Parking Community (IPC) Accredited Operator Scheme (AOS). The IPC is a DVLA Accredited Trade Association (ATA) and has a Code of Practice and an Independent Appeals Service (IAS) that allows a Motorist access to an independent adjudication process on the lawfulness of Parking Charges issued by their members. An important condition of being an AOS member is that operators must adhere to The Code.

If you are not content with the response, we have provided you with, you can refer this to the IPC who will investigate and provide you with a response.

To make this process as simple as possible the IPC has created a communication portal on their website https://theipc.info/login for you to use. They have created a username for all members of Parliament. Your username will be your email address. An email will have been sent with your login details. There is an option for you to reset your password if you are unable to login. If you have any issues, please contact the IPC via email on mp.enquiries@theipc.info ."