

UK Car Park Management Limited delivers a range of Parking Management & Enforcement services to a diverse range of customers across UK. Customer Care in these services will be provided by the following types of process:

Enquirers

Enquirers can expect to have any service query dealt with promptly, with many completed during the initial contact with a member of staff. All enquiries will be responded to within 24 hours. All forms of written response will be despatched to the client on the same day the enquiry is received. Enquirers can expect that UK Car Park Management Limited will monitor how effectively it handles enquiries and seek to improve the service customer's experience.

Where a customer wishes to make a formal complaint UK Car Park Management Limited has a Complaints process. All UK Car Park Management Limited staff have been briefed on the Complaints Process and its operation.

MAKING A COMPLAINT

In the first instance any concern or problem should be raised with a member of staff who may be able to resolve the situation immediately. If this is not possible or does not resolve the issue the customer should adopt the formal procedure of submitting a complaint in writing.

Written complaints should be made to:

**Customer Complaints
UK Car Park Management
PO Box 3114
Lancing
BN15 5BR**

They can also be emailed on: complaints@uk-cpm.com

UK Car Park Management Limited will acknowledge receipt of a complaint within 5 working days, and to respond, detailing the actions to be taken within 10 days of receiving the written complaint.

Following the resolution of the complaint UK Car Park Management Limited will review the processes and procedures to identify changes, staff training or communication that would improve the processes and customer service.

Staff action

Staff receiving a concern raised by a customer, or a formal complaint should ensure that the concern or complaint is recorded as per the Customer Complaints Procedure. This Customer Care Policy lays down the expected level of service customers can expect. UK Car Park Management Limited will strive to continue to deliver effective and helpful services, those services will also be regularly reviewed in order to ensure continuous improvement.