

## Complaints Procedure

Initial Parking is committed to providing the highest levels of service to all our customers. If at any time, you are dissatisfied with our products or services please let us know as soon as possible.

This will help us towards our goal of continually maintaining the highest service to you.

### First Steps

1. Please write to our Client Services Manager via email to [info@initialparking.co.uk](mailto:info@initialparking.co.uk) or by letter to Initial Parking Ltd, Suite 83, 51 Pinfold Street, Birmingham, B2 4AY.
2. We will acknowledge your complaint within **7 working** days of us receiving it and we may ask you to confirm or explain the details set out, should we need more information.
3. We will record your complaint in our central register within **7 working** days of having received it.
4. Should we need more information; we will acknowledge your reply to our acknowledgement and then confirm what will happen next. You can expect to receive our acknowledgement letter within **7 working** days of your reply.
5. We will then start to investigate your complaint. This will normally involve the following steps:
  - We will thoroughly examine the information you have provided for us.
  - Our Client Services Manager will send you a detailed reply to your complaint. This will include their conclusion and resolution of the matter. They will do this within **28 working** days of completing their investigation.

### Next Steps

If you are still not satisfied, you can contact the British Parking Association at [www.britishparkingassociation.co.uk](http://www.britishparkingassociation.co.uk)

If at any point, we have to change any of the above time scales, we will communicate this and provide a valid explanation as to why this has occurred.

