

Q-Park Complaints Policy

1. Introduction

Q-Park Limited takes complaints seriously as they help us to improve areas of our products and services and to resolve any issues relating to the consistency and quality of our business operations.

Whilst we hope that you are happy with your parking experience, we have outlined a process should this not be the case.

2. Policy Scope

This policy is designed to deal with complaints regarding any aspect of your parking experience including the service you have received.

It will outline how to escalate a complaint should you not be satisfied with our response and who will be dealing with your complaint at each stage.

This policy is not designed to challenge our general terms and conditions as these are accepted when using our parking facilities or any of our parking products. We do however, welcome your feedback in this regard and will use it to review our policies periodically.

3. Definition of a Complaint

An instance where the quality of the service provided, the process or the behaviour of our staff has been below expectations and what you should reasonably expect as a customer.

4. How to make a Complaint

Customers who wish to make a complaint must do so in writing to customerservice@q-park.co.uk and customerservice@q-park.ie respectively. This is to ensure we know exactly what the nature of the complaint is, and this reduces the possibility of ambiguity or of your complaint not being correctly recorded over the telephone.

Depending on the severity of the complaint this will be addressed by one of our Customer Service Advisors in the first instance who will respond within 48 hours. They will continue to work with you to address your complaint until it is resolved.

5. Complaint Escalation

1. If the complaint has not been resolved or if it is serious in nature, it will be passed to our Customer Care Team who will do their best to investigate and resolve this for you. You will receive an initial response along with a reference number within 48 hours. Your complaint will also be recorded on our internal system and emailed to all relevant parties including our senior management team.

Depending on the complaint, the team may need to liaise with other departments within Q-Park Head Office or our Business Managers who manage a cluster of car parks within the UK. They will keep you updated throughout the process and keep you informed of timescales for resolution.

The outcome of the investigation and the response issued to you will usually be final, however if you are unhappy with the service, you have received or with any aspect of the investigation you may ask for this to be escalated to a Team Leader for review.

At this point you should outline specifically what you are unhappy with and what aspects of your complaint you would like them to review.

- II. Once a complaint has been received by a Team Leader, they will review all correspondence to date along with the outcome that has been communicated to you. Please allow 3 – 5 working days for a response which will enable them to investigate thoroughly.

Should they not be able to complete their investigation within the specified time they will email you to let you know and give you a revised timescale.

Please note that if your complaint is associated with our general terms and conditions, they will issue a final response at this point and will be unable to escalate your complaint further.

Your feedback will be logged and used to review our standard terms periodically to ensure they are fit for purpose and meeting the needs of our customer and the business.

If you are dissatisfied with their investigation, you may ask for this to be escalated to the Customer Services Manager. Please note this is the final point of escalation and their decision will be the final response on behalf of Q-Park Limited.

- III. Your complaint will be reviewed and investigated by the Customer Services Manager who will issue a final response on behalf of Q-Park Limited. Please allow 5 - 7 working days for a response in order for your complaint to be fully reviewed.

Once a final response has been received from our Customer Service Manager, it is with regret that we will not be able to enter into any further correspondence and the case will be closed.

6. Confidentiality

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018.

For more information on how we use your information you can contact our data protection officer at **privacy@q-park.co.uk**. More information about your rights concerning the use of your personal data is available within our privacy policy found on our website, <https://www.q-park.co.uk/en-gb/privacy-statement>.