



# Car Park Management Services Ltd

## Complaints Procedure

### 1. Making a complaint:

If you do wish to make a complaint instead of an appeal, you may do so either in writing at: Department 142, 19 Lever Street, Manchester, M11AN or via email at – [info@cpmsmanchester.com](mailto:info@cpmsmanchester.com)

### 2. What happens next?

We will acknowledge receipt of your complaint within 14 days, all complaints will be logged on our internal complaints log. We will investigate and conclude your complaint within 28 days of receipt using the same method the original complaint was lodged I.e If the complaint was received via the post, you will receive a response by letter.

Where there are exceptional circumstances which mean we are unable to resolve the complaint within 28 days, we will liaise with you to explain why we are unable to provide a response within this time frame, we will inform you of when you can expect a response by.

### 3. Unhappy with the outcome of your complaint?

If you are unhappy with the outcome of your complaint you may contact the organisation below, this will explain how you can lodge a complaint.

**The International Parking Community (IPC)**

<https://www.theipc.info/motorist-advice>