

ZZPS LIMITED
BACCHUS HOUSE
1 STATION ROAD
ADDLESTONE
SURREY
KT15 2AG



E: CUSTOMERSERVICES@ZZPS.CO.UK

W: WWW.ZZPS.CO.UK

T: +441932 918916

ZZPS LIMITED COMPLAINTS PROCEDURE RELATING TO OUR STANDARDS AND SERVICE

Whatever the outcome of an appeal or decision, we want to give you the best possible customer service and any complaint received by us is always treated seriously and is dealt with in accordance with this procedure.

If you're unhappy with the outcome of an informal appeal - for example, the decision our company has reached - we'll explain the next steps. But if you're not happy with the level of service we've given you, please tell us. You can do that at any point while we're still handling the case.

We want to know about the level of service you have received from ZZPS Limited; which may include but are not limited to, their conduct, acts and/or omissions for instance, if you feel:

- You have been treated unfairly or rudely by someone at ZZPS Limited;
- ZZPS Limited have failed to explain things properly and coherently;
- ZZPS Limited has caused unreasonable delays;
- You have been given inaccurate information.

Separate procedures apply if you wish to appeal, dispute a decision made, discuss refunds, and for all other enquiries. In these circumstances, please forward your email correspondence to customerserivces@zzps.co.uk. If your complaint does not relate to the conduct, act and/or omissions of ZZPS Limited your email will be forwarded to a member of the customer services team, and we will let you know this has happened.

If you still feel that you have a valid complaint you can contact us by writing to:

The Complaints Team
ZZPS Limited
Bacchus House
1 Station Road
Addlestone
Surrey
KT15 2AG

Or email us at complaints@zzps.co.uk to advise us of your complaint. **We are unable to accept complaints via the telephone**

COMPLAINTS PROCEDURE

We endeavour to deal with all complaints immediately upon receipt however, this will not always be possible; the following procedures will be adopted.

- If your complaint relates to the car parking operator; the issuer of your Notice (i.e. our Client); we will pass your complaint on to them for dealing and let you know that we have done so. Whilst they are investigating your complaint, we will suspend all collections activity on your account. We will notify you with the outcome of your complaint once we have received a response.
- If your complaint relates to ZZPS Limited and you have sent the complaint via email, an automatic response will be sent to you to confirm that a member of the complaints team has received your complaint safely and that an investigation will begin.
 - Within a period of four weeks, the relevant Department should be able to issue you with a Final Response outlining their findings from investigating your issues. If this is not possible, we will write to you and advise you as to why it has not been possible to resolve your issues and advising of when we are likely to be able to come back to you.
 - Within a period of eight weeks from the original complaint receipt, we will issue you with a Final Response detailing our findings and whether we uphold your complaint or reject it. If we are unable



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to issue a Final Response or you are not happy with our response, you may then take your complaint to the British Parking Association (BPA) of which we are a member if it relates to ourselves or if it is an issue relating to the owner of your account, you will need to visit their website or phone them to find out details of their Regulator.

Most Regulators will only investigate your complaint once the company's internal Complaints procedure has been completed. You generally have six months from the date of our Final Response letter to raise your complaint with them.

Questions you might have:

"I'm unhappy with your service but I don't know who to speak to. What should I do?"

If you've been dealing with someone here then just give them a call, explain what you're unhappy about and they'll try to help, or they'll find the right person to look into what's happened.

If you've not been dealing with anyone then call our customer services team on: +441932 918916

"I'm unhappy with the outcome of an appeal. Will you review that if I complain about your service?"

If the case hasn't had a formal internal decision made yet, then that's the next step.

Have you made a formal appeal - you can do this:

- 1) Online at <https://www.ipaymypcn.net> or;
- 2) In writing to our address: Bacchus House, 1 Station Road, Addlestone, Surrey, KT15 2AG or;
- 3) By email to appeals@ipaymypcn.net

If the case has already been decided, then no-one here can overturn the decision.

If you have received a rejection to an appeal from us and you are not satisfied with the decision made you can appeal to the independent appeals service as detailed on your rejection appeal letter.

"How long do I have to complain?"

You can complain about our service at any point while we're still handling the case.