



Fenrir Parking Complaints Policy

Our contact details

Fenrir Parking Management
387 Edgware Road
London
NW2 6LH
info@fenrir-parking.co.uk

What is the nature of our complaints process?

Fenrir Parking Management is committed to delivering a fair and professional service. As part of this commitment, we welcome complaints regarding our compliance with the Code of Practice issued by the International Parking Community (IPC).

A complaint is defined as an expression of dissatisfaction regarding our adherence to the Code of Practice. This differs from an appeal, which challenges the validity of a Parking Charge Notice (PCN). Appeals are dealt with through our separate appeals process.

Where Fenrir Parking Management operates a website, a copy of this policy will be made publicly available online.

How to submit a complaint

Members of the public can submit a complaint in any of the following ways:

- **By Email:** info@fenrir-parking.co.uk
- **By Post:** Complaints Department, Fenrir Parking Management, 387 Edgware Road, London, NW2 6LH
- **Online:** www.fenrir-parking.co.uk/complaints

Recording complaints

All complaints received are logged in our internal complaints register and must include the following information:

- Date the complaint was received
- Complainant's name and contact details
- Copy of the complaint
- Copies of all correspondence



- Outcome of the complaint
- Any corrective action taken to prevent recurrence (where applicable)

The complaints register is retained for a minimum of **36 months** and is reviewed periodically to identify any recurring issues or improvements required.

Acknowledging complaints

We acknowledge all complaints within **14 days** of receipt. The acknowledgement will confirm that we have received the complaint and that an investigation is underway.

Investigating complaints

All complaints are reviewed by trained complaints handlers. The investigation will include, where appropriate:

- Reviewing the content of the complaint
- Gathering evidence relevant to the matter
 - Speaking with staff involved (if applicable)
 - Consulting team leaders or managers (if applicable)
 - Reviewing issued Parking Charges (if applicable)
- Assessing whether any breach of the IPC Code of Practice has occurred

Complaints that contain an appeal

If a complaint contains information that appears to challenge the validity of a Parking Charge, we will inform the complainant that the matter is being treated as an appeal. The case will then be handled through the appeals process.

Should it later become clear that the complaint is not an appeal, or the complainant advises they do not wish it to be treated as such, the matter will revert to the complaints process.

Concluding complaints

We aim to complete and respond to all complaints within **28 days** of receipt.

Responses will be issued in the same format as the original complaint (e.g., post or email), unless the complainant requests otherwise. The outcome and any actions taken will also be recorded in our complaints register.



If the complainant is dissatisfied with the outcome, they will be advised of their right to escalate the matter to the IPC and provided with the necessary contact details.

Exceptional circumstances

If, for any reason, we are unable to conclude a complaint within 28 days, the complainant will be contacted and provided with:

- An explanation of the delay
- An estimated timescale for resolution
- Final confirmation once the complaint has been concluded

Corrective action

Where a complaint is upheld, corrective action may include:

- Additional staff training
- Disciplinary action
- Revisions to our internal procedures
- Temporary or permanent suspension of enforcement at a particular site

All corrective actions are logged and monitored.

Reporting breaches of the Code of Practice

If a complaint investigation identifies a **material or serious breach** of the IPC Code of Practice, it will be reported to the IPC.

- **Material breaches** must be reported within **3 working days**
- **Serious breaches** must be reported within **1 working day**

A **material breach** is one that may pose a risk to the individual, our company, the industry, or the IPC. A **serious breach** may result in enforcement action under the IPC Sanctions Scheme.

The IPC will be provided with full details of the complaint and investigation.

Complaints from Members of Parliament (MPs)

In accordance with IPC guidelines, any complaint received from a Member of Parliament will be handled with priority and professionalism.



Once resolved, the MP will be referred to the IPC's dedicated MP portal with the following statement included in our response:

"We are members of the International Parking Community (IPC) Accredited Operator Scheme (AOS). The IPC is a DVLA Accredited Trade Association (ATA) and has a Code of Practice and an Independent Appeals Service (IAS) that allows a Motorist access to an independent adjudication process on the lawfulness of Parking Charges issued by their members. An important condition of being an AOS member is that operators must adhere to The Code.

If you are not content with the response we have provided, you can refer this to the IPC who will investigate and provide you with a response. To make this process as simple as possible, the IPC has created a communication portal on their website <https://theipc.info/login> for you to use. They have created a username for all Members of Parliament. Your username will be your email address. An email will have been sent with your login details. There is an option for you to reset your password if you are unable to login. If you have any issues, please contact the IPC via email at mp.enquiries@theipc.info."

