**PARKING PERMIT SCHEME**

**COMPLAINTS POLICY**

The University of Glasgow’s Campus Parking Team is committed to providing an excellent service to everyone. We also aim to provide high-quality services to all other stakeholders and to maintain good relations with the local community.

This procedure operates in accordance with the University’s Equality & Diversity Policy which requires that complainants will be treated fairly and consistently without discrimination.

We value complaints and use information from them to help us improve our service.

Complaints will be recorded, along with any action taken.

**How to make a complaint**

**To submit a complaint to the University of Glasgow’s Campus Parking Team, please email** **carparking@glasgow.ac.uk** **in the first instance.**

When submitting your complaint please include as much information as possible and include any specific reference numbers, photos etc, if applicable, so we can check the information held on our files to assist in the resolution of the complaint.

**All complaints will be acknowledged to the complainant within 14 days from receipt of the complaint. An acknowledgement is that the complaint has been received and is being investigated.**

**Recording Complaints**

All complaints will be recorded in our internal complaints register. The following information will be recorded:

* date of complaint;
* the complainant;
* copy of complaint;
* copy of all correspondence;
* outcome;
* details of corrective action required and undertaken to ensure the situation does not recur (where the complaint has merit).

The complaints register will maintain the last 36 months of complaints.

**Investigating Complaints**

**Investigations shall be completed by the trained complaints handler. The complaints handler shall:**

* Review the complaint
* Gather evidence to uphold the complaint. This may include speaking to members of staff involved, speaking to a team leader and reviewing parking charged issues (where applicable)
* Review against Private Parking Code of Practice to see if there has been a breach

**Where a complaint also purports to be an appeal**

Where a complaint also includes information that purports to be an appeal, the appeals process should be enacted, and the complainant should be informed that the complaint is being treated as an appeal and therefore the appeals process if being followed.

If after further investigation the complaint is not relevant to an appeal or the complainant informs the parking operator that they do not wish it to be handled as an appeal, then the process shall revert back to the complaints process.

**Concluding complaints**

Complaints must be investigated and conclude within 28 days of receipt.

Responses shall be responded to in the same way as the initial complaint was received ie. by email in this instance.

The outcome shall be logged in our complaints log.

When concluding a complaint, the response shall inform the complainant that if they are not happy with the way that the complaint has been concluded that they can refer the complaint to Conformiti. Details will be provided on how to do this.

**Exceptional Circumstances**

Where there are exceptional circumstances for not concluding the complaint within 28 days, communication must be had with the complainant to explain why the matter will not be concluded within the timeframe and confirm when it will be. Communication must be sent to the complainant when the complaint is concluded.

**Corrective Action**

If the complaint is upheld, any corrective action shall be recorded in the complaints log. Corrective action may include:

* Staff training
* Staff disciplinary
* Amending processes
* Suspending enforcement on a site

**Reporting breaches of the Private Code of Practice**

Where the investigation has identified issues that constitutes a breach of the code of practice or the CAS, this shall be reported to Conformiti to investigate. Conformiti shall be provided with all information gathered from the original complaint and subsequent investigation.

All material breaches of the code of practice shall be reported to the Conformiti within 3 working days of becoming aware of the breach. Serious breaches should be notified within 1 working day of becoming aware of it.

A material breach is a breach which is likely to result in risk to an individual, the organisation, the industry, or Conformiti. A serious breach is a breach which is likely to result in sanction points under the sanction scheme.