

	Document name: Customer Complaints Policy	
Issued by: Renata Karalyte	Date: 27 th February 2026	Reg No:
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Customer Complaints Policy

1 Introduction

- 1.1 Euro Parking Collection plc ('EPC') is committed to delivering a high quality service and encourages clients and customers to advise when there is cause for concern and a case for improvement.

2 Objectives of the complaints policy

- 2.1 To provide dissatisfied clients or customers with a mechanism for seeking redress.
- 2.2 To provide feedback to enable EPC to review its performance and to continually improve its service.

3 A complaint or an appeal?

- 3.1 A complaint is whenever a client or customer expresses dissatisfaction with the service they have received. This must be contrasted with an appeal or representation, which is a complaint against the material fact of the notification which has been sent on behalf on an issuing authority.
- 3.2 Appeals or representations should be managed through the appeals process rather than through customer complaints. Each notification details the appeals options available according to the client instructions
- 3.3 Most complaints will be concerned with relatively minor, everyday matters which can be resolved informally with the person(s) directly concerned. This policy, therefore, defines a formal complaint as 'a problem not resolved by informal means or one too serious to be dealt with informally'.

4 What to do if you wish to make a formal complaint?

- 4.1 If your problem cannot be resolved at the point of origin then you should put your complaint in writing to:

Complaints Department
EPC Appeals
PO BOX 149
DARTFORD
DA1 9BD
United Kingdom

Or by email to evidence@epcplc.com

- 4.2 A written complaint must be made within 3 months of the occurrence and should contain a clear statement of the grounds for complaint with supporting documentation or evidence where appropriate.

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5 How your complaint will be handled

- 5.1 EPC will acknowledge your complaint within 7 working days of receipt. Your complaint will be referred to the relevant supervisor who will investigate and EPC will respond directly to you within 14 working days of the issue of the acknowledgement.
- 5.2 If the response received is not acceptable to you, then you may wish to refer the matter to the Operations Director, requesting that the matter be reviewed. In the event of a complaint requiring a lengthy investigation you will be updated throughout the process.
- 5.3 All complaints are taken seriously and will be dealt with fairly and thoroughly. Dealing with and monitoring complaints will help EPC identify areas of weakness and enable the continuous improvement of its service.