

COMPLAINTS POLICY

1. Introduction

Saba Park Services UK Limited (Saba UK) take complaints seriously as they help us to improve areas of our products and services and to resolve any issues relating to the consistency and quality of our business operations.

Our complaints policy is an opportunity for customers to tell us when we might have fallen short of expectation, and how we can put things right. Saba UK receive, evaluate, make and record its decisions on complaints in a non-discriminatory manner, in accordance with the requirements of the accredited parking association.

2. Policy Scope

This policy is designed to deal with concerns raised in relation to parking enforcement only; complaints that do not relate to matters pertaining to the BPA's Approved Operator Code of Practice or Parking (Code of Practice) Act 2019 are not covered under the scope of this policy.

3. Definition of a Complaint

This complaints policy is not intended to be used as a method for motorists to appeal a Parking Charge Notice (PCN); Penalty Notice (PN) or Notice of Parking Charge (NoPC). Matters relating specifically to appeals must be made in writing as instructed on the notice itself.

Our definition of a complaint is an issue that is raised against the quality of the service provided by our organisation, our processes and/or the behaviour of our staff.

We define an appeal as correspondence entered into, against the decision of our organisation – in this instance, the decision to issue a Parking Charge Notice, Penalty Notice or Notice of Parking Charge – where a change to that decision is requested.

4. How to make a Complaint

Customers who wish to make a complaint must do so in writing. This is to ensure we know exactly what the nature of the complaint is, and this reduces the possibility of ambiguity or of the customer's complaint not being correctly recorded over the telephone. The complaint will then be registered onto our system and a unique reference code generated.

Once the complaint has been received, we will acknowledge the complaint within 5 days and provide a unique reference code. The acknowledgement will be sent to the name and addressee, or email provided. In the absence of valid contact details, it may not be possible to process a complaint or process it within the published timeframes.

We will respond to complaints within 10 days of receipt. In some cases, however, the allotted timeframe could be extended due to the nature of the complaint and the complexities surrounding any investigation. If we are unable to reply to the complaint within 10 days, the customer will be written to, to advise of any progress.



A complaint must be made in writing via email or post:

Email: customersupport.uk@sabagroup.com

Customer Support Centre

PO Box 2466

Watford

Hertfordshire

WD18 1XH

The complaint must be made within 56 days of an incident taking place.

5. How Complaints will be recorded

Complaints will be recorded on a complaint's register and kept on file for 36 months and these will be available on request to authorised bodies. The details that will be retained will be:

- Date of complaint
- Copy of complaint
- Copy of all correspondence
- The outcome
- Details of any corrective action required

All personal data will be redacted in line with GDPR requirements.

The complaints register will be reviewed every calendar month to identify trends and training opportunities.

6. Escalation Process

6.1 Stage one

If the customer is not satisfied with the handling of the complaint, the complaint can be escalated to the customer support centre management team. The management team will acknowledge the escalated complaint within 5 days. A full response to your complaint will be issued within 10 days unless exceptional circumstances have been identified. If more time is needed, the customer will be written to with an update.

6.2 Stage two

If the customer remains dissatisfied with our determination of the complaint, we will provide you with the details to enable you to complain to our Accredited Trade Association (full details will be provided at the appropriate time).

To escalate a complaint to our Accredited Trade Association, the customer must supply our Accredited Trade Association with a copy of our final complaint response.

Our Accredited Trade Association will not review escalated complaints where this is not provided by the customer.

7. Confidentiality

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018. Please note when a complaint concerns the issuing of Parking Charge Notice (PCN); Penalty Notice (PN) or Notice of Parking Charge (NoPC) issued by us, Saba UK are the data controller. As such the customer should be aware that any information provided in connection with the complaint will be



used by Saba UK to help us deal with it. The customer's information may also be passed to Saba UK staff who were enforcing any parking restrictions or conditions at the relevant site. Information may also be shared with the landowner and any permit service provider if relevant to allowing the complaint to be investigated and resolved.

For more information on how we use your information you can contact our data protection officer DPO.uk@sabagroup.com.

More information about your rights concerning the use of your personal data is available within our privacy policy found on our website <https://www.sabaparking.co.uk/privacy>

Date of last review: Thursday 14th May 2026