

Car Parking Complaints Policy

Fraud & Revenue Enforcement

2026

TransPennine Express owns, manages and operates 15 car parks at the following locations:

- Barnetby
- Brough
- Cleethorpes
- Grimsby Town
- Hull Anlaby Road
- Hull Main
- Malton
- Middlesbrough
- Northallerton
- Scarborough
- Scunthorpe
- Seamer
- Selby
- Thirsk
- Thornaby

Parking is managed in accordance with the Private Parking Sector Single Code of Practice ('The Code'). This policy details how complaints are accepted, recorded, investigated and concluded.

Definition of a complaint

A complaint is where there is an alleged issue with TransPennine Express' conformity against the Private Parking Sector Single Code of Practice. A complaint is not where there is a challenge against the validity of a Parking Charge, which is an appeal.

Making a complaint

Complaints can be made online via our website at www.tpexpress.co.uk/parking/complaints. Alternatively, complaints can be made in writing to the following address:

TPE Debt Recovery
PO Box 670
Hull
HU9 9TN

Recording Complaints

Complaints will be recorded in the company's complaints register, part of the rail enforcement case management system. The following information will be recorded:

- Date of complaint
- Personal details of the complainant
- A copy of the complaint itself
- A copy of all correspondence between the complainant and the Company
- The outcome of the complaint
- Details of any corrective action taken, or needing to be undertaken to ensure the situation does not recur (where the complaint has merit)

Complaints will be held in the system for a minimum of 36 months.

Acknowledging complaints

We will acknowledge all complaints within 14 days of receipt. The acknowledgement will state that the complaint has been safely received and is under investigation. Customers will be provided access to our case management system at the point of making a complaint so that they can track their complaint status and provide any further information digitally.

Where a customer has complained in writing, we will write to acknowledge the complaint within 14 days of receipt of the complaint, providing that correspondence details have been submitted.

Complaints received from Members of Parliament

Where a complaint is received from an MP, the MP will be referred to the IPC's communication portal for Members of Parliament, upon conclusion of the complaint.

Investigating complaints

All complaints will be investigated by trained staff who will:

- Review the complaint
- Gather evidence to uphold or dismiss the complaint, which may include;
 - Speaking to any members of staff involved (where applicable)
 - Reviewing the parking charge issued (where applicable)
- Review The Code to determine if there has been a breach

Complaints that also purport to be an Appeal

Where a complaint also includes information that purports to be an appeal, the appeals process will be enacted and you will be informed that your complaint is being treated as an Appeal, as detailed in our Appeals Policy.

If, however, upon further investigation, it becomes clear that the complaint is not relevant to an appeal or you have told us that you do not wish your complaint to be handled as an appeal, then we will revert back to the complaints process and you will be informed of this.

Concluding complaints

All complaints will be investigated and concluded within 28 days of receipt. The complaint outcome will be communicated to you via the same channel in which it was raised, for example, if you raised your complaint via our online portal, then this is where we would communicate the outcome to you, unless you have specifically told us that you want us to communicate with you via another method. We will not, however, communicate the outcome of your appeal over the phone, and all appeal outcomes will be made out to you in writing.

We will include in the outcome of your complaint the details of how to refer the case to the International Parking Community (The IPC) for their review, if you are not happy with how your complaint has been handled.

Exceptional circumstances

Where there are exceptional circumstances for not concluding the complaint within the stated 28 days, we will communicate this to you in advance and will explain why it has not been possible to conclude your complaint in our stated timescales. This could be due to waiting for information from a third party, for example. We will state in our communication when we expect to be able to conclude your complaint, and will communicate with you when we do so, as described above.

Corrective action

If your complaint is upheld, any corrective action that has been identified shall also be recorded in our systems. Corrective action may include:

- Staff training of briefing
- Staff disciplinary

- Reviewing or amending processes
- Temporarily suspending enforcement on a site

Reporting breaches of The Code

Where the investigation has identified issues that constitute a breach of The Code, this shall be reported to The IPC for their investigation. The IPC will be provided with a copy of your complaint, the subsequent investigation and any correspondence.

Material Breaches will be reported to The IPC within three working days of the breach being identified and confirmed by us. Serious Breaches will be reported within one working day.

Glossary:

Term	Description
The Code	Private Parking Sector Single Code of Practice
Company	TransPennine Trains Ltd
Complainant	The customer making the complaint
The IPC	The International Parking Community. An independent parking sector regulatory membership body.
Appeals Policy	The Company's official Appeals Policy
Material Breach	A breach which is likely to result in risk to an individual, the organisation, the industry, or the IPC
Serious Breach	A breach which is likely to result in sanction points under the sanction scheme

**FRAUD & REVENUE
ENFORCEMENT**