



PARKS Complaints Policy and Procedure

Company Statement

It is the responsibility of all staff to ensure all customers' expectations are met and if possible surpassed. We expect all our customer's needs will be handled in a professional manner at all times so that all our customers can continue to have confidence in all the services we have to offer.

Scope

All complaints received from our customer's will be addressed in detail and the recording of them will be managed by the Operations Manager – Support Services. The details of all queries/complaints will be maintained so that the current statuses will be available for approved management to review.

Purpose

This procedure is to ensure that all complaints received:

- Are resolved to the satisfaction of the complainant where possible.
- To show traceability of all complaints received
- To satisfy contractual needs and regulatory requirements

Complaints Procedure

Stage 1 Informal Complaints

Informal complaints can be made through any of the methods below:

- Customer Complaint Form
- Emailing the Operations Manager – Support Services (Operations@parkstowing.co.nz)

Informal complaints should be made by the customer no later than 5 (five) working days from the date the issue arose. If the complaint is received by a member of staff this complaint must be recorded on our complaints form and passed to the Operations Manager – Support Services immediately the complaint will then be recorded and the investigation, if required will commence.

Stage 2 Formal Complaints

Formal complaints must be made in writing to Parks Garage Ltd. This can be done by:

Completing a Parks Garage Ltd customer complaints form (available from www.parks.co.nz)

Emailing the Operations Manager – Support Services (Operations@parkstowing.co.nz)

Writing a letter addressed to

Parks Garage Ltd

Operations Manager – Support Services

PO Box 1163

Christchurch 8140

Formal complaints should be received by Parks Garage Ltd no later than 10 (ten) working days from the date the issue arose. All complaints will be reviewed to determine their validity. Receipt of your complaint will be acknowledged no later than 48 hours from receipt. This

acknowledgment will provide an estimated target date for resolution of the complaint if it accepted as a valid complaint.

All complaints shall be monitored by the Operations Manager – Support Services to ensure the target completion dates are being achieved.

The Operations Manager – Support Services will liaise with the complainant throughout the process to keep them informed of progress and resolutions made. Once a resolution has been achieved, the Operations Manager Support Services will notify the complainant in writing if the actions taken to resolve their complaint.

Complaints Logging

All complaints will be logged on a customer complaint record. The customer complaints record is maintained by the Operations Manager – Support Services who is responsible for identifying and analysing trends, for presentation to Senior Manager.

Related Documents

Customer Complaints Register (Document Reference: CCRHR001)

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