

ZZPS LIMITED  
BACCHUS HOUSE  
1 STATION ROAD  
ADDLESTONE  
SURREY  
KT15 2AG



E: [CUSTOMERSERVICES@ZZPS.CO.UK](mailto:CUSTOMERSERVICES@ZZPS.CO.UK)

W: [WWW.ZZPS.CO.UK](http://WWW.ZZPS.CO.UK)

T: +441932 918916

## COMPLAINTS PROCEDURE FOR CUSTOMERS

Any complaint received is always treated seriously and is dealt with in accordance with this procedure.

You can contact us in writing or by email us to advise us of your complaint. We are unable to accept complaints via the telephone.

If you have reason to complain to us, we will try to resolve your complaint immediately. Where this is not possible, the following procedures will be adopted.

If your complaint relates to the owner of your account (i.e. our Client), we will pass your complaint on to them for dealing and let you know that we have done so. Whilst they are investigating your complaint we will suspend all collections activity on your account.

If your complaint relates to ZZPS, we will acknowledge your complaint by sending a letter to you, confirming the complaint number for future reference and will confirm the name of the person and department dealing with your complaint.

Within a period of four weeks, the relevant Department should be able to issue you with a Final Response letter outlining their findings from investigating your issues. If this is not possible, we will write to you and advise you as to why it has not been possible to resolve your issues and advising of when we are likely to be able to come back to you.

Within a period of eight weeks from the original complaint receipt, we will issue you with a Final Response letter detailing our findings and whether we uphold your complaint or reject it. If we are unable to issue a Final Response or you are not happy with our response, you may then take your complaint to the British Parking Association (BPA) of which we are a member if it relates to ourselves or if it is an issue relating to the owner of your account, you will need to visit their website or phone them to find out details of their Regulator.

Most Regulators will only investigate your complaint once the company's internal Complaints procedure has been completed. You generally have six months from the date of our Final Response letter to raise your complaint with them.

Please write to:

The Complaints Team  
ZZPS Limited  
Bacchus House  
1 Station Road  
Surrey  
KT15 2AG

Or email us: [complaints@zzps.co.uk](mailto:complaints@zzps.co.uk)



ZZPS Limited, registered in England & Wales numbered 07846404. VAT No. 133 2637 35  
Registered Office: 71-75 Shelton Street Covent Garden London WC2H 9JQ

POLICY\_COMPLAINTS PROCEDURE FOR Customers v8.c