

Transport Services Complaints Policy

Please note if your complaint is about Parking Enforcement or a member of staff relating to parking enforcement you must refer to the [Parking Enforcement Complaint Policy](#). Or if it is about a member of staff for another reason, please refer to the [Estates Customer Service Policy](#).

1. Introduction

The Transport Team takes 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 services provided.

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.

2. Policy Scope

The policy is designed to deal with concerns raised in relation to transport services provided by the University or concerns with accessibility around the campus.

Customers who wish to make a complaint about an external travel provider about their commute to and from the University, the customer must contact the travel provider directly in the first instance as per the travel provider complaints processes. We recommend you feedback too the [Transport Team](#) your experience so we are aware. The Transport Team may refer to your feedback as part of discussions or analysis of services to help improve the travel to/from/around our campuses.

3. Definition of a Complaint

Our definition of a complaint is something about the quality of the service provided by an organisation and its processes.

This complaints policy is not intended to be used as a method for motorists to appeal a Parking Charge Notice (PCN)). Matters relating specifically to the validity of a PCN (appeals) must be made in writing as [instructed on the notice itself](#) or if it is a complaint that is related to enforcement but not related to the validity of a Parking Charge Notice itself then the [Parking Enforcement Complaint Policy](#) be referred too.

4. How to make a Complaint

Customers who wish to make a complaint must do so in writing, including any relevant time, date(s), and location(s). This is to ensure we know exactly what the nature of the complaint is and reduce the possibility of any ambiguity or incorrect records. 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 14 days and provide the unique reference code. The acknowledgement will be sent to the name and address, 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 28 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 28 days, the customer will be contacted to advise of progress.

The complaint must be made within 56 days of the incident taking place and made in writing to the [Transport Team](#).

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 (General Data Protection Regulation) requirements.

The complaints register will be reviewed each quartile to identify trends and training opportunities.

6. Escalation Process

If the complaint cannot be resolved, or if you feel you have not received a satisfactory explanation or resolution as described in Section 4, customers can escalate the complaint as described in the [Estates Customer Service Policy](#)

If our customers are not satisfied with the conclusion of the formal investigation, they can appeal to the Director of Estates, estatesdirectorate@kent.ac.uk or students can follow the [Student complaints process](#).

7. Confidentiality

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018.

For more information on how we use your information, you can contact our [Information Compliance Department](#). Further information about your rights concerning the use of your personal data is available within our [Privacy policy](#)