

Example of a complaint letter – parking ticket

- Addressee.
- Background – car details / location / time / purpose of parking.
- Details of parking tickets purchased/fines paid.
- Complaint – list the reason you wish to challenge the fine.
- Remedy – what do you want to happen next.
- Reply – give them 14 days to reply to your letter.
- Consequences – mention that no response may lead to legal proceedings.
- Ending

Dear John or Dear Mr Smith, / Dear Sirs, *(if you do not know their name)*

Reference:

Vehicle make & mode: Volkswagen Golf

Registration number: AB12 CDE

Car park: Bristol Newgate Trading Estate

On 7th September 2013, I parked my vehicle in the car park you operate. I arrived at approximately 15:10. I spent just over 3 hours in PC World. I have a receipt for my purchase that gives the time as 15.24.

It is a free car park for customers of the adjacent shops.

On 15 September I received a letter stating that you were making a parking charge. It showed a photo of my car arriving at 15.08 and leaving at 15.35 – saying I had overstayed the free period of 3 hours by 27 minutes.

The parking charge was for £100, reduced to £50 if paid within 14 days.

When I contacted your customer helpline on 16 September, they advised I need to write in to challenge the charge but that I should pay the lower sum now. Therefore, reluctantly I paid £50 to you using my Nat West credit card number XXX.

I wish to complain and challenge this charge for the following reasons:

1. I was a customer of one of the adjacent shops throughout my use of the car park. Therefore, I was a legitimate user of the car park.
2. The parking rules – limiting the free stay to 3 hours was not made sufficiently clear to me at the time I parked.

I have since seen a sign saying that after 3 hours a charge of £100 will be made. It is not big, but I accept it will have been present even though I did not notice it on 7 September. However, as the attached photograph shows the sign is small and placed in a position I would not have passed having parked directly outside PC World.

3. The charge that I have paid of £50 is excessive and amounts to an illegal penalty. I wish to challenge this. The car park is on private land and therefore you are only entitled to charge me for the landowner's losses (presumably limited to the parking charge that could have been made to another driver for the 27 minutes I parked over the 3 hours) which are £0.

Please refund the charge of £50. I am happy for the refund to be transferred direct to my credit card (details above).

Please do not ignore this letter. I would like us to try to resolve our dispute without court proceedings and legal costs.

Please reply in the next 14 days, so that this dispute can be resolved as set out in this letter.

I also reserve the right to appeal to Parking on Private Land Appeal service.

If you do not agree that you are liable and/or do not agree with the remedy sought, then please reply within 14 days with a detailed explanation of why not.

I am sure it will not prove necessary but if I do not hear from you within 14 days then I reserve the right to start court proceedings without further reference to you. I will ask the court for an order that you pay me £50.00

If I do have to issue court proceedings, I will refer the court to this letter and I will also ask the court to order you to pay me interest, court fees and legal costs.

I look forward to hearing from you within the next 14 days.

[If you started with their name]

Yours sincerely,

Ian Rate

[If you started using Dear Sirs]

Yours faithfully,

Ian Rate