

How to complain about ongestion charging



About this leaflet

This leaflet tells you the procedure to follow if you want to complain about the central London congestion charging service. Please read the notes carefully.

Don't lose me!

Keep this leaflet somewhere safe. You may need to refer to it at more than one stage of our complaints process.

The services covered by this leaflet

At Transport for London our objective is to deliver good quality services. If you think we have failed to do so this leaflet tells you how to lodge a complaint about:

The quality of service you have received in relation to congestion charging

or

the quality of service you received during clamping or removal of your vehicle.

Congestion Charging complaints process

Important please note

- *There are 3 stages to our formal complaints procedure*
- *Please follow them in order*
- *We will do our best to resolve your complaint at each stage*
- *Only if we are unable to do so will you need to move on to the next stage.*

What this leaflet does not cover

Challenging vehicle clamping and removal

If you want to challenge the clamping and removal *itself* (rather than the service you received during clamping and removal), this will be dealt with by the statutory representations and appeals service. You will find their details on the representation form provided when you retrieve your vehicle.

Congestion Charging Penalty Notices

Do not use the complaints process detailed in this leaflet to make a representation against congestion charging Penalty Charge Notices. To make a representation you should complete the form attached to the Penalty Charge Notice (PCN), or write a letter clearly detailing the PCN number and your reason for contesting the PCN. This should be sent to the address on the PCN. Remember to enclose any supporting evidence.

Further Information

For more information about the central London congestion charge, and for answers to questions about the services we provide, please go to our website www.cclondon.com or call **0845 900 1234**, the hearing impaired can use Minicom **020 7649 9123**.

For a large print or audio cassette version of this document, please call **0845 900 1234**. This document is also published in Arabic, Bengali, Chinese, French, Greek, Gujarti, Hindu, Punjabi, Spanish, Turkish, Urdu and Vietnamese. To obtain your copy call **0845 900 1234**.

Stage 1

If you are dissatisfied with a particular aspect of our service please choose from one of the following options to lodge a formal complaint about congestion charging:

either go online

Go to our website at www.cclondon.com and click on **Contact Us**. Complete the **Complaints Form** and click **Submit**.

When you submit your complaint please indicate whether you want us to respond by email or by post.

A full written reply will normally be sent within 10 working days.

or telephone

Phone us on 0845 900 1234.

**International callers phone
+44 207 649 9122**

**Minicom users dial
020 7649 9123**

Please make sure you have to hand all the relevant congestion charging details listed in the **Complaints Form** in this leaflet.

or write

Complete the **Complaints Form** at the back of this leaflet and send it, free of charge, to our Customer Services Manager at:

**Customer Services Manager
Congestion Charging London
Freepost NAT6416
PO Box 2985
Coventry
CV7 8BR**

Stage 2

If you are not satisfied by the reply you receive at Stage 1 you can then move on to Stage 2 by complaining in writing to the head of our service at the address below:

Complain in writing to the head of our service at:

*Head of Operations
Congestion Charging
Transport for London
Windsor House
42-50 Victoria Street
London
SW1H 0TL*

Your reference number

You will have been given a Complaint Reference Number at Stage 1 - please include this number whenever you contact us again.

In addition, if you are a registered customer please also include your Customer Reference Number. You can find this number on your Fast Track Card.

We will respond to your complaint in writing within 10 working days unless a full investigation is required. If that's the case you will receive a letter stating the reasons for any delay and the date by which you will receive the result of the investigation.

Stage 3

If you are still unhappy after the Stage 2 investigation, you may lodge an objection with the Director of congestion charging.

The Director will aim to carry out a full review of your complaint within 10 working days, and will let you know if it is going to take any longer. You can write to the Director of congestion charging at the following address:

**Director
Congestion Charging
Transport for London
Windsor House
42–50 Victoria Street
London SW1H 0TL**

Local Government Ombudsman

The Local Government Ombudsman provides an independent national service for investigating complaints of injustice arising from maladministration by local authorities and certain other bodies including TFL. Before complaining to him, the ombudsman will expect you to give TFL a reasonable chance to answer your complaint. You can contact the local government Ombudsman at:

**Local Government Ombudsman
10th Floor
Millbank Tower
Millbank
London SW1P 4QP**

Congestion Charging complaints form – Stage 1 only

Complete this form to submit your Stage 1 complaint. Then fold the form in half and seal it along the gummed strip. The form is already addressed and postage is pre-paid. PLEASE NOTE, we cannot process your complaint unless you complete all the details marked with an asterisk*

Please enter the following personal details so we can respond to your complaint.

Title (tick box) Mr Mrs Miss Ms Other

First Name*
Last Name*
Address*
Postcode*
Contact Telephone Number
Your Email Address
Vehicle Registration Number
Customer Reference Number (if registered customer)
Penalty Charge Notice (PCN) Reference Number (if applicable)

Have you contacted us about this before? (please tick the relevant boxes)

Yes No Not sure

Was this by Post Telephone Internet Not sure

How would you prefer us to contact you? (please tick box)

Post Telephone Internet

RESPONSE SERVICE
Licence No NAT6416

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Customer Services Manager
Congestion Charging London
PO Box 2985
COVENTRY
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