

# 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.**

## 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 Charge Notices

Do not use the complaints process detailed in this leaflet to make a representation against Congestion Charging Penalty Charge Notices (PCNs). To make a representation you should complete the form attached to the 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 [cclondon.com](http://cclondon.com) or call **0845 900 1234**.

## 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.*

## 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 [cclondon.com](http://cclondon.com) and click on **Make a Complaint**, fill out the form and click **Submit**.

### or telephone

Phone us on **0845 900 1234**.

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

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  
Freepost  
Admail ADM4131  
LONDON  
SW1H 0YN**

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

## 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 Contracted Services  
Congestion Charging  
Transport for London  
Palestra  
4th Floor  
197 Blackfriars Road  
Southwark  
London  
SE1 8NJ**

### 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 Account Number.

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  
Palestra  
4th Floor  
197 Blackfriars Road  
Southwark  
London  
SE1 8NJ*

## 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 Transport for London (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  
PO BOX 4771  
Coventry  
CV4 0EH*

Phone us on **0845 602 1983**.  
Or go to our website at  
[lgo.org.uk/making-a-complaint](http://lgo.org.uk/making-a-complaint)



