

FOIR 3759 - Annex A

Company Name	Customer Type	Date closed	Reason For Complaint	ATA Member
Rangers	Car Park Company	18/02/2013	Wrong VRM. ANPR error.	BPA
Rangers	Car Park Company	19/02/2013	Highview had system error so didnt know vehicle was authorised to park	BPA
UKCPS Ltd	Car Park Company	20/02/2013	Wrong VRM entered	BPA
Premier Parking Solutions	Car Park Company	01/04/2013	Rame Community bus	BPA
Euro Car Parks	Car Park Company	12/04/2013	Wrong VRM requested (human error)	BPA
Ethical Group	Car Park company	18/06/2013	Incorrect VRM shown on parking charge	BPA
Apcoa	Car Park Company	05/06/2013	ANPR. misread VRM	BPA
Parking Control Management	Car Park Company	27/06/2013	Did PCM have authority to manage this site? Yes.	BPA
G24 Ltd	Car Park Company	28/06/2013	G24 input incorrect VRM, notpicked up during ther checks	BPA
NCP	Car Park Company	28/06/2013	Previous complaint regarding NCP and byelaws, however, this ticket was not issued under a railway byelaw	BPA
Civil Enforcement Ltd	Car Park Company	01/07/2013	Believes no signage regarding DVLA on site. Referred customer to BPA	BPA
Civil Enforcement Ltd	Car Park Company	19/07/2013	Inferring POFA when not available	BPA
Civil Enforcement Ltd	Car Park Company	26/07/2013	Inferring POFA when not available	BPA
Civil Enforcement Ltd	Car Park Company	26/07/2013	Inferring POFA when not available	BPA
Civil Enforcement Ltd	Car Park Company	26/07/2013	Inferring POFA when not available	BPA
Civil Enforcement Ltd	Car Park Company	26/07/2013	Inferring POFA when not available	BPA
Civil Enforcement Ltd	Car Park Company	26/07/2013	Inferring POFA when not available	BPA
Civil Enforcement Ltd	Car Park Company	26/07/2013	Inferring POFA when not available	BPA
Apcoa	Car Park Company	05/08/2013	Data used outside of POFA	BPA
G24 Ltd	Car Park Company	07/08/2013	Release of info	BPA
* Parkshield	Car Park Company	13/08/2013	Manual customer. Company did not have evidence that notice was attached to vehicle.	IPC
Roxburghe	Car Park Company	13/09/2013	Wrong VRM used by Roxburghe. Not checked before data used	BPA
ParkingEye	Car Park Company	24/09/2013	Possibly visited site twice. No evidence supplied	BPA
Apcoa	Car Park Company	25/09/2013	Misread VRM	BPA
Civil Enforcement Ltd	Car Park Company	18/10/2013	Inferring POFA when not available	BPA
UKCPS Ltd	Car Park Company	23/10/2013	Entrance signage not present due to vandalism. Data not released and ticket cancelled.	BPA
Euro Car Parks	Car Park Company	11/11/2013	Euro Car Parks entered wrong VRM	BPA
G24 Ltd	Car Park Company	15/11/2013	Possible breach of COP	BPA
Roxburghe	Car Park Company	21/11/2013	Wrong letter issued by company	BPA
Apcoa	Car Park Company	29/11/2013	Release of information	BPA
Topher Ltd	Car Park Company	02/12/2013	Release of information.	BPA
Roxburghe	Car Park Company	06/12/2013	Roxburghe issued POFA letter in error	BPA
Smart Parking	Car Park Company	14/01/2014	ANPR error. Wrong VRM	BPA
Smart Parking	Car Park Company	15/01/2014	ANPR error. Wrong VRM	BPA
JAS Parking	Car Park Company	23/01/2014	Wrong VRM requested (human error)	BPA

* Please note that this complaint may be in relation to a parking ticket issued whilst Parkshield were BPA members

FOIR 3759 - Annex B

Company Name	Date closed	Complaint Reason	ATA Member
ParkingEye	03/07/2013	Ticket compliance with POFA	BPA
Parkingeye	05/07/2013	Company compliance with POFA however, complainant is unwilling for DVLA to pass on this complaint for investigation. Customer advised to contact ATA themselves.	BPA
Civil Enforcement	05/07/2013	Company compliance with POFA however, complainant is unwilling for DVLA to pass on this complaint for investigation. Customer advised to contact ATA themselves.	BPA
Civil Enforcement	05/07/2013	Company compliance with POFA however, complainant is unwilling for DVLA to pass on this complaint for investigation. Customer advised to contact ATA themselves.	BPA
Park Direct UK Ltd	05/07/2013	Company compliance with POFA however, complainant is unwilling for DVLA to pass on this complaint for investigation. Customer advised to contact ATA themselves.	BPA
UK Parking Ltd	24/07/2013	Ticket compliance with POFA	BPA
APCOA	06/08/2013	Dispute over parking charge (should it have been issued as staying at	BPA
Civil Enforcement	08/08/2013	Release of information - POFA	BPA
Parking Collection Services		POPLA, POFA, No time of incident, price	BPA
G24	09/08/2013	Paragraph 9 (b), (e) and (f) of Schedule 4 of the Protection of Freedoms Act. G24 are compliant with the Act.	BPA
Parking Control Management	16/08/2013	Release of information. PCM not provided specific instructions from landlord as to which bays were not needed to be managed.	BPA
P4 Parking	27/08/2013	Release of information and POFA	BPA
ParkingEye	28/08/2013	Release of information. Driver details provided by keeper	BPA
Excel Parking	28/10/2013	Compliance with POFA	BPA
ParkingEye	29/10/2013	Use of information by ParkingEye	BPA
ParkingEye	04/11/2013	Correspondence naming driver not received by ParkingEye. Continued to write to keeper	BPA
Smart Parking	15/11/2013	Name on website. No error	BPA
Civil Enforcement	19/11/2013	Motorist bought ticket from machine but possibly entered wrong VRM. Ticket cancelled	BPA
Capital 2 Coast	13/12/2013	Questioning ATA Membership	IPC
Total Parking Solutions	08/01/2014	Claim that notice is not compliant with POFA. Does not appear that POFA is being utilised.	BPA

* Please note that Capital 2 Coast are members of IPC but were BPA members at the time of this complaint