

We are sorry that you are unhappy with our service and regret that you have to make a complaint to us. We have been contacted by someone on your behalf, to make a complaint. But we need to make sure that they have your permission to complain for you. We would like you to complete this mandate and return it to us in the envelope provided, so we can investigate the matter for you. **Please complete and return to: City Parking (Glasgow) LLP, 3rd Floor, Cadogan 5, The Anderston Centre, Glasgow, G2 7PH**

1. Your Personal Details – We may make additional checks to verify your identity.

Name:

Present Address:

Phone number:

Date of Birth:

Email:

Length of time at this address:

If less than two years, please provide previous address:

2. The person who has complained for you.

Name:

Address:

Phone number:

Email:

Please provide brief details of your complaint. If you have already been issued with a complaint reference number from us, please provide this.

4. Declaration – To be completed by the person wanting to complain

Declaration:

I declare that the information I have provided is correct and I authorise the above named person to act on my behalf in this matter

Signed:

Date:

To be completed by the person nominated to act for the person wanting to complain

Declaration:

I declare that the information I have provided is correct and that I agree to act on behalf of the above named person in this matter

Signed:

Date: