

Message to TEC via Resolver on 7th May 2019

Dear Sirs,

Your reply to our complaint ends-

"On this occasion Tec is unable to assist with your complaint as it does not relate to any actions or processes taken by Tec.

If your complaint relates to the issue of the initial penalty charge, details regarding the ownership of the vehicle and or any representations that you have already made. You need to contact the local / charging authority that issued the penalty charge. Details of this should be on the paperwork you have received.

If your complaint relates to the action of the bailiffs/enforcement officers, then you can complain about them using the following information.

<https://www.gov.uk/your-rights-bailiffs/how-to-complain-about-a-bailiff>

Please note the bailiffs are not employed by the TEC, the local /charging authority instruct private bailiffs/enforcement agents

If your complaint does not relate to these categories and is directly in relation to processes at the TEC, please resubmit your complaint with further information to allow a full investigation."

Your reply does not address the issues in the complaint. It is nonsense to suggest that " it does not relate to any actions or processes taken by Tec."

You say "resubmit your complaint with further information to allow a full investigation" if we still think that our complaint is in relation to processes at the TEC. As you have not queried or answered any part of our complaint, how can we submit further information?

From your latest reply and earlier correspondence before we raised this on Resolver, it is difficult to believe that anyone at the TEC who is able to deal with this has actually looked at our complaint. Or is the explanation for the brick wall that the TEC has something to hide?

I am assuming that at the appropriate point our complaint will be escalated to the next stage.

John McGoldrick
for Scrap Mersey Tolls