

Car Parking Service Standards 2017 - 2018

Oxford City Council's Car Parking Team is responsible for the running of the council owned car parks and park and ride sites across the City.

We will:

- Deal with customers professionally when dealing with enforcement issues and ensure that high standards of customer care are applied at all times.
- Contribute to ensuring that Oxford City Council's car parks are well maintained and safe for all users.
- Process any refunds and send details to Finance for payment within 5 working days.
- Respond to all parking ticket appeals within 10 working days.
- We will endeavour to respond to all machine faults within two hours of the initial report being received.

You can help us achieve our Service Standards by:

- Ensuring that adequate payment is made to cover the required parking duration.
- Ensuring that your valid ticket is displayed clearly, where appropriate.
- Not dropping litter.
- Reporting any damage or areas of concern.
- Reporting lighting failures.
- Reporting damaged or defaced signs.
- Reporting graffiti within our premises.
- Reporting machine faults.
- Making use of the Council's website for information on parking.
- Understanding that Enforcement Officers have a job to do and to allow them the time to explain to you possible options or our appeal procedure.

Tell us what you think:

We value feedback about our services and how we can improve them. To share your views visit our website:

www.oxford.gov.uk/feedback.

We will respond to your comments, complaints and suggestions.

Contact us:

Click www.oxford.gov.uk/doitonline or www.oxford.gov.uk

Call 01865 249811

Come into our Customer Services Centre: 109 -113 St Aldate's, Oxford OX1 1DS

