

# ODS

## Car Parks

### Service Standards



working  
with



**At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.**

The 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 handling enforcement issues and ensure that high standards of customer care are applied at all times
- Contribute to ensuring that car parks are well maintained and safe for all users
- Authorise the finance team to release refunds after seven days from receipt of the request
- Respond to all parking ticket appeals within 10 working days
- Aim 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 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, damaged or defaced signs or graffiti within our car parks
- Reporting machine faults
- Making use of Oxford City Council's website for parking information
- Understanding that Enforcement Officers have a job to do and to allow them the time to explain to you the possible options or our appeal procedure.

#### Tell us what you think:

Your feedback about car parking services and how these can be improved is welcomed.

Please visit [www.oxford.gov.uk/feedback](http://www.oxford.gov.uk/feedback)

All comments, complaints, and suggestions will be responded to.

#### For further information:

Visit [www.oxford.gov.uk](http://www.oxford.gov.uk)

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

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