

ODS

Pest Control Service Standards



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 Oxford Pest Control Service provides commercial and domestic customers with a comprehensive treatment and prevention service for a wide range of public health and nuisance pests.

We will:

- Offer a telephone service (01865 249811) to speak with staff regarding treatment or advice required
- Respond to call-back requests within three working days
- Respond to emergency appointments on the same working day or the next working day (emergency appointments are defined as a rat or a mouse running around inside the property)
- Ensure we follow the customer code of conduct and carry an identification card
- Ensure we follow the Campaign for Responsible Rodenticide Use (CRRU) UK Code of Practice for Pest Control
- Take reasonable care to protect your belongings from damage and dirt
- Be polite and treat your home with respect and you with respect, fairness, and dignity
- Provide you with a written report highlighting any recommendations, any actions taken, and the name and locations of any pesticides or insecticides used during the treatment
- Keep you informed about how we are getting on with the treatment.
- Send out questionnaires or conduct phone surveys to collect satisfaction information.

You can help us achieve our Service Standards by:

- Following any preparation guidance (if appropriate) before we attend for an insect pest treatment.
- Following any post-treatment guidance (if appropriate) after we attend a pest appointment.
- Letting us know if you need take your children to school or pick them up as we have a category for appointments during the day between 9.30am – 3pm
- Calling us if you need to cancel or rearrange an appointment
- Completing satisfaction surveys and phone surveys when requested

Further information about pest control can be found on the Oxford City Council website https://www.oxford.gov.uk/info/20057/pest_control

Tell us what you think:

Your feedback about pest control services and how these can be improved are welcomed.

Please visit www.oxford.gov.uk/feedback

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

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

Queen Street

Westgate

Oxford

OX1 1DJ