

Huntingdonshire District Council – Parking Service (Version 4)

Service Charter

Mission Statement:

To provide a high quality parking service that:

1. Supports effective and efficient management of traffic in the town centres of Huntingdonshire.
2. Supports the local economy providing readily available access to businesses and retail within the town centres.

Charges will always reflect these priorities for the Parking Service of the council.

Customer Service

The council provides and manages 30 car parks across Huntingdonshire. The location of these car parks, the directions to the car parks and the parking regulations and charges for short and long stay parking are available on the council's website: www.huntingdonshire.gov.uk/parking

We will:

- Provide well-designed and maintained car parks, ensuring the safety of customers of the Parking Service.
- Provide well-trained, easily identifiable staff to support our customers.
- Be open and available to our customers and always put the customer first, prioritising support and guidance to customers on the use of the car parks over enforcement action.
- Be fair and objective in all our actions but specifically in relation to enforcement activities when they are necessary.
- Continually improve the service offered and publish details on our performance, including conducting an annual customer satisfaction survey to shape future service developments and the setting of charges.

You can help us by:

- Giving us information to deal with your issues fully and fairly.
- Letting us know if you have any special needs that we are not providing for.
- Telling us how we can improve the Parking Service.
- Asking us to explain anything you are not sure about.

Equality and Diversity:

We want the Parking Service to be accessible to all residents, businesses and visitors to Huntingdonshire, regardless of age, disability, race or any other factor that causes a disadvantage.

Customer Complaints and Comments:

We are committed to providing the best possible Parking Service. Your comments and complaints are important to us.

We will:

- Welcome customer comments and complaints.
- Complete initial investigation of any complaints about the Parking Service, and reply within five working days.
- Learn from customer comments and complaints to improve the Parking Service as a result.

How to contact the Parking Service:

By telephone	01480 388388
By e-mail	parkingservice@huntingdonshire.gov.uk