

## Parking Services Customer Charter

We are committed to providing the best possible service to all our customers. Our customer charter forms the foundation for working in all parts of our service.

### Professional at all times

- All of our customer facing staff will be well presented and be well trained to deliver the service you require.
- We aim to provide an efficient service in a customer focused and courteous way, resolving customer enquiries first time where possible, or giving a timescale by which they will contact you in response.
- All matters will be treated in confidence. Our staff will work with you in a sensitive and discreet manner. If your enquiry is made in person and you wish to be assisted in private, please make the staff aware of this and your wish will be accommodated.

### Easy to do business with

- We will be consistent in the way we deliver our service and treat customers equally.
- We will seek to provide the service you require, but will always work with you to identify ways of doing things in a better and more cost effective way.

### Responsible and accountable

- We will be responsible and accountable for the accuracy and quality of our work and are committed to investing in our staff development.
- We will respond to any complaints or correspondence within agreed timescales.
- Where legislation, regulations or policies change we will ensure that any necessary changes are promptly and properly completed. Where legislation restricts what we do, we will advise you clearly of this in a polite and professional manner.

### Open and honest

- We take responsibility for our actions and will work transparently with you to ensure that any issues are quickly and easily resolved.
- We will admit to our mistakes. We aim to learn from experiences and then do better.
- We will share best practice and seek to understand your needs.

We welcome any feedback, suggestions or comments which may help to improve the services we offer. Please advise us if you wish to see our customer feedback policy.