



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI711246618

Thank you for your request for information relating to Parking complaints.

You have requested the following information:

Please could you provide the following details:

1. The total number of parking-related complaints received by the council in the 12 months period between start February 2024 to end of January 2025 if possible.

A breakdown of complaints by category, if available (e.g. illegal parking, residential permit issues, parking enforcement concerns, misuse of disabled bays, etc.)

If some of this data is not available, please provide what you can within the cost limit. If the request exceeds cost limitations, I would appreciate any advice on refining it to stay within limits.

Categories of complaints:

Non-response: 8

Parking Ticket Appeals / Refund Requests: 7

Signage: 2

ANPR / Machine Issues / Car Park: 7

Parking Bay / Parking Issues: 2

Fines Correspondence / Incorrect Issuing: 11

Council / Staff / Enforcement Officer Conduct: 30

Residential / School Permit Issues: 6

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance