



Image: Rod Dennis

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Crackdown on rogue private car parking firms - RAC reaction

Reacting to the launch of a new code designed to crack down on rogue

private car park operators, RAC head of roads policy Nicholas Lyes said:

“Research from the RAC suggests trust in private parking companies is at rock bottom, so there is little doubt about the need for reform. This single code of practice is promising first step towards a fairer, more transparent system that will ultimately bring better standards for drivers using private car parks, and hopefully spell the end of the worst of the cowboy tactics employed by some operators. It’s also positive to see a tiered system which varies charges by seriousness of misdemeanour as drivers often feel parking charge notices are not always proportionate.

“Alongside this, there is a strong need for a single national appeals system that is wholly independent. Such a scheme can provide absolute clarity for drivers who wish to appeal against a perceived unfair parking charge.”

Notes to Editors

The press office email address is press.enquiries@rac.co.uk. **Please note:** the press office is unable to help with individual customer enquiries - please visit the [RAC contacts page](#) to find the right contact.

ISDN radio studio facilities are available for interviews Monday to Friday.

About the RAC

The RAC provides complete peace of mind to 12m UK private and business drivers, whatever their motoring needs. Its services include:

- **[Breakdown assistance](#)**. Its highly-skilled, 1,600-strong branded patrol workforce attends more than two million breakdowns every year, fixing on average four out of five vehicles at the roadside. The RAC’s patrol fleet is one of the most advanced in the UK, and was the first to roll out both an [All-Wheels-Up recovery system](#), allowing the vast majority of vehicles to be recovered from a single patrol van, and [EV Boost](#) mobile electric vehicle charging units
- **[Insurance](#)**. The RAC is a top-five [car insurance](#) broker having surpassed the 500,000 policies-in-force milestone in 2018. It also offers ‘[black box](#)’ [telematics policies](#), as well as home and travel insurance
- **[Other motoring services](#)**. The RAC leads in the development of new solutions for business, fleets, electric vehicles and future car technology. Its additional products and services include a [personal loans offering](#), a [used car buying website](#), [vehicle inspections and checks](#), [legal services](#) or up-to-the-minute [traffic and travel information](#). It also has a network of [Approved Dealers](#) and [Approved](#)

[Garages](#) which combine the trust of RAC brand with local service and convenience

The RAC also works to support the interests of its members and UK drivers on the most important motoring issues which it identifies via the annual [RAC Report on Motoring](#) and the RAC Opinion Panel. The Report on Motoring is the longest running analysis of driver opinion in the UK having been published every year since 1989.

For more information about the RAC, visit the [RAC website](#).