



Request under Freedom of Information Act 2000

**Request Ref: NGFOI 18/19: 504**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 21/12/18.

I am pleased to be able to provide you with the following information:

1. *What was the due process the trust engaged in to decide if this company was a fit one to run it's on site parking?*

**Through contract tender and evaluation in line with the NHS contracts tendering process. The contractor also needs to be a member of the 'British Parking Association'.**

2. *How does the trust monitor the performance/customer satisfaction?*

**Through the Trusts independent appeals process.**

3. *When and how are audits completed to establish if the contractor is meeting the standards set out in its contract?*

**The contractor follows the Trusts car parking guidelines (issued during competitive tendering process).**