

# Bristol Airport – Community Parking Action Plan

## Guide for Reporting Parking Issues

January 2026

# Guide for Reporting Parking Issues

Due to the varying nature of community parking issues around Bristol Airport, different teams within Bristol Airport Limited, North Somerset Council and Avon and Somerset Police are responsible for dealing with different issues. The following pages highlight the existing processes that can be used to log a different range of issues. Whilst BAL or NSC can triage and send on comments and requests to the relevant departments, using these existing defined reporting mechanisms is the most efficient and effective way to ensure your issue is looked at by the relevant party.

## The following topics are covered:

- Issues relating to Bristol Airport
- On-Street Parking
- Off-Street Parking and Planning Enforcement
- Taxis and Private Hire Vehicles
- Highway Improvements Requests
- Reporting Damage or Other Problems
- Anti-Social behaviour
- Trading Standards



# Issues Relating to Bristol Airport

## Parking and transport issues to report to Bristol Airport directly:

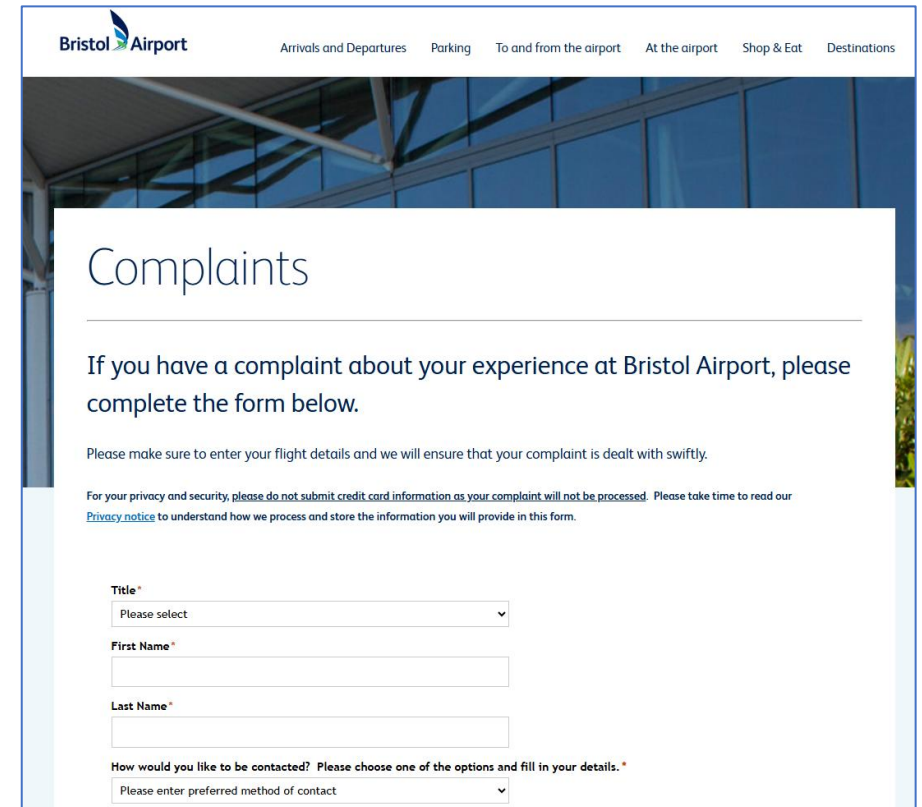
- On-site facilities, including the road networks, terminal, all car parks, the Public Transport Interchange and the Free Waiting Zone.
- Bristol Airport's bus services, including A1, A3 and internal shuttle buses.
- Bristol Airport's website and local resident concessionary schemes.
- Airport-related construction vehicles.
- Any other community parking issues in a local village and you are unsure who to report it to directly, after reading the following pages.

Please ensure you record the date, time, location and description of the vehicle to ensure BAL can fully investigate.

## There are two ways to contact Bristol Airport :

- Use our Complaint Form:  
<https://www.bristolairport.co.uk/contact-and-help/complaints>
- Email the Bristol Airport Community Parking email address directly: [communitycarparking@bristolairport.com](mailto:communitycarparking@bristolairport.com)

If you are unsure who to report the issue to after reading the following pages, please report it to Bristol Airport.



The screenshot shows the Bristol Airport website's 'Complaints' page. At the top, the Bristol Airport logo is on the left, and navigation links for 'Arrivals and Departures', 'Parking', 'To and from the airport', 'At the airport', 'Shop & Eat', and 'Destinations' are on the right. The main heading is 'Complaints'. Below it, a text block says: 'If you have a complaint about your experience at Bristol Airport, please complete the form below.' A sub-note reads: 'Please make sure to enter your flight details and we will ensure that your complaint is dealt with swiftly.' A privacy notice follows: 'For your privacy and security, please do not submit credit card information as your complaint will not be processed. Please take time to read our Privacy notice to understand how we process and store the information you will provide in this form.' The form fields include: 'Title\*' (a dropdown menu with 'Please select'), 'First Name\*', 'Last Name\*', and 'How would you like to be contacted? Please choose one of the options and fill in your details.\*' (a dropdown menu with 'Please enter preferred method of contact').

# On-Street Parking (1)

There are two routes to reporting on-street parking. Depending on the type of parking, this should either be reported to North Somerset Council or Avon and Somerset Police.

Type of Parking	NSC	ASP	Type of Parking	NSC	ASP
Parking on double and single yellow lines	✓		Parking opposite or within ten meters of a junction		✓
Parking in Blue badge bays	✓		Parking in a dangerous position such as on zig-zag lines or other pedestrian crossings	✓	✓
Parking in limited waiting bays	✓		Parking over a dropped kerb		✓
Parking in loading bays	✓		Blocking a road or pavement which causes pedestrian to enter the road		✓
Parking in a marked bus lane, bus stop, taxi rank, or cycle lane	✓		Preventing you from getting your vehicle off your driveway*		✓
Being in a bus lane	✓		Preventing access by emergency vehicles		✓
Double parking (parking too far from the kerb)	✓		Parking across dropped kerbs where there is a crossing point, with or without tactile paving	✓	
			Parking on double red lines**	✓	✓

\* It is advised that if you can find the owner of the car, do so before reporting

\*\* Please refer to the next slide for further clarity relating to red lines

# On-Street Parking (2)

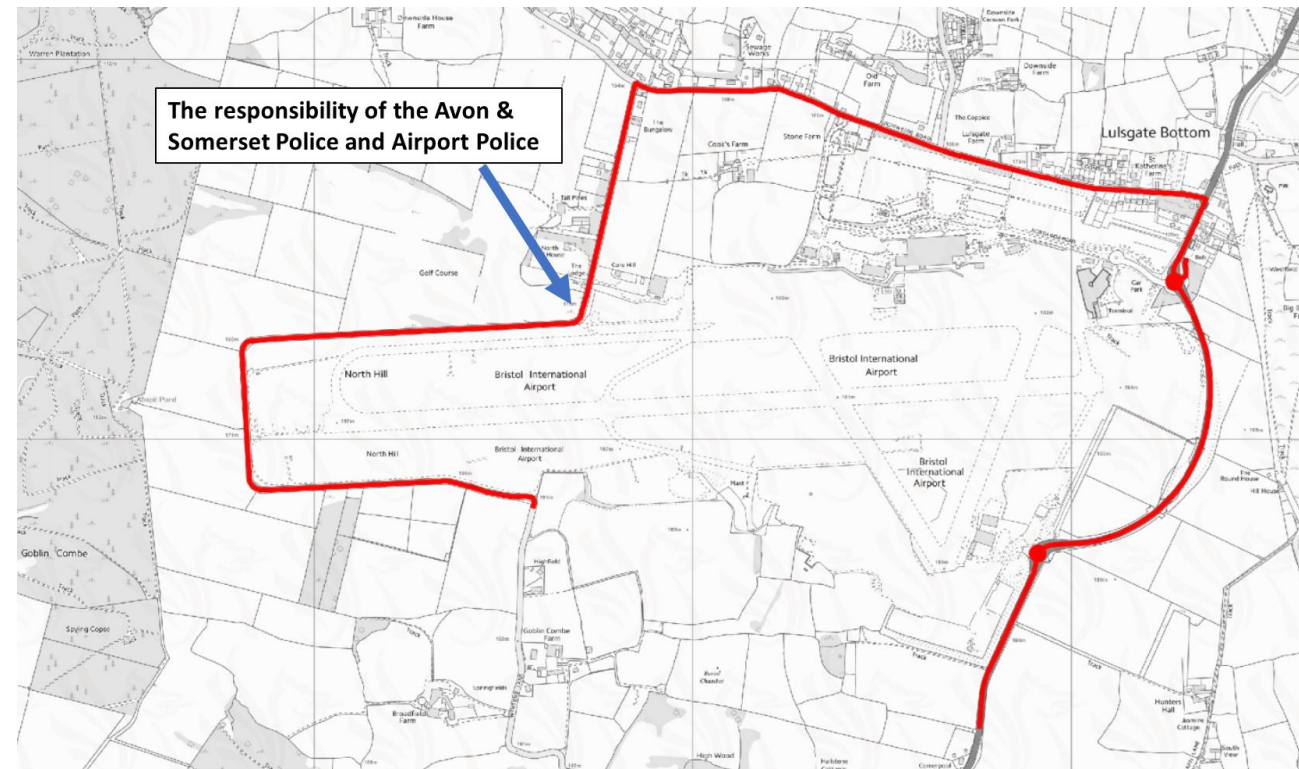
Normally, it is the Local Authority's responsibility to manage and enforce parking on single and double red lines; however, Avon and Somerset Police are responsible for all red lines on the roads directly adjacent to the Airport.

## Roads covered by ASP:

- A38
- Winters Lane
- Cooks Bridle Path
- Downside Road

## Roads covered by NSC:

- Any other road within the authoritative bounds of North Somerset Council



# On-Street Parking (3)

## For North Somerset Council:

- Report parking to NSC via this link:

<https://forms.n-somerset.gov.uk/report-request/form/parkingillegally#/1>

## For Avon and Somerset Police:

- Report parking to ASP via this link:

<https://www.avonandsomerset.police.uk/report/parking-issues/>

When reporting a parking issue or offence, make sure you have as many of the following details as possible:

- Registration number.
- Make and model of the car.
- Colour of the car.
- Location, time and date where the issue occurred.

# Off-Street Parking & Planning Enforcement

Planning enforcement issues should be reported to the relevant Local Planning Authority; in the case of Bristol Airport, this would be North Somerset Council.

## Potential planning matters include:

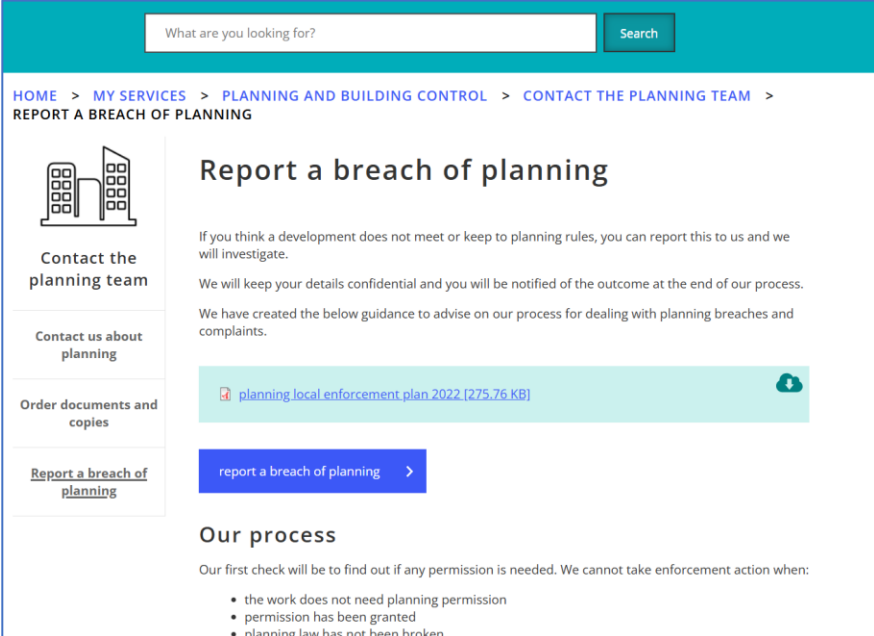
- Off-site car parks that do not have planning permission (e.g. on agricultural fields).
- Off-road parking that does not have planning permission (e.g. using a domestic dwelling to operate a parking business)

## North Somerset Council:

- To report a breach of planning follow this link:

<https://n-somerset.gov.uk/my-services/planning-building-control/contact-planning-team/report-breach-planning>

**The Council will keep your details confidential, and you will be notified of the outcome at the end of their investigation.**



The screenshot shows a web page titled "Report a breach of planning" on the North Somerset Council website. At the top, there is a search bar with the placeholder text "What are you looking for?" and a "Search" button. Below the search bar is a breadcrumb trail: "HOME > MY SERVICES > PLANNING AND BUILDING CONTROL > CONTACT THE PLANNING TEAM > REPORT A BREACH OF PLANNING". The main heading is "Report a breach of planning". Below this, there is a paragraph: "If you think a development does not meet or keep to planning rules, you can report this to us and we will investigate. We will keep your details confidential and you will be notified of the outcome at the end of our process. We have created the below guidance to advise on our process for dealing with planning breaches and complaints." There is a download icon and a link to "planning.local.enforcement.plan.2022 [275.76 KB]". Below this is a blue button that says "report a breach of planning >". Underneath, there is a section titled "Our process" with the text: "Our first check will be to find out if any permission is needed. We cannot take enforcement action when:" followed by a bulleted list: "• the work does not need planning permission", "• permission has been granted", and "• planning law has not been broken". On the left side of the page, there is a sidebar with a navigation menu containing: "Contact the planning team" (with a building icon), "Contact us about planning", "Order documents and copies", and "Report a breach of planning" (which is highlighted).

# Highways Issues


To report or request items related to do with highways and highway infrastructure, North Somerset Council advises **Ward Councillors and Town & Parish Councils only** to submit information via their 'One Front Door' system. This can be accessed via the link: <https://northsomerset.gov.welcomesyourfeedback.net/s/99m86n>

**Please report your issues directly to your local councillor who can then submit a request to North Somerset Council.**

## Issues to be reported by One Front Door include:

- Requesting new highway infrastructure, such as double yellow lines or road signs.
- Request speed limit amendments.
- Traffic management issues.
- Parking issues.
- Road safety concerns.
- Speeding problems.
- Public transport issues.
- Walking and cycling improvements, including crossings.

text only version



Highway Improvement Request Form for North Somerset  
Council Ward Councillors and Town & Parish Councils  
The One Front Door to the Integrated Transport Scheme Pipeline

This form is designed for councillors and clerks to submit enquiries for highway improvements in their ward.

Resources are limited to deliver schemes and they have to be prioritised, so please note that this form is to register a request but is not a guarantee that the scheme will be approved or progressed. The service will get back in touch once the request has been reviewed and assigned a reference number.

The service will aim to complete this review within 16 weeks of submission. Once schemes are progressed to 'Feasibility', progression of the scheme through to 'Delivery' will be subject to the prioritisation score of the project, available resource, and funding.

Note: This form is not for urgent pothole or maintenance queries. If your request is for a maintenance issue you should report via the [Report a Pothole form](#) or [Highways enquiries](#).

If you have questions about this form or process, contact us [by email](mailto:by_email@integrated.transport@n-somerset.gov.uk) at [integrated.transport@n-somerset.gov.uk](mailto:by_email@integrated.transport@n-somerset.gov.uk)

Questions with an asterisk\* are must-answer

\*What's your...?

Forename

Surname

Email address

Phone number

\* Are you a...?

# Reporting Damage or Other Problems

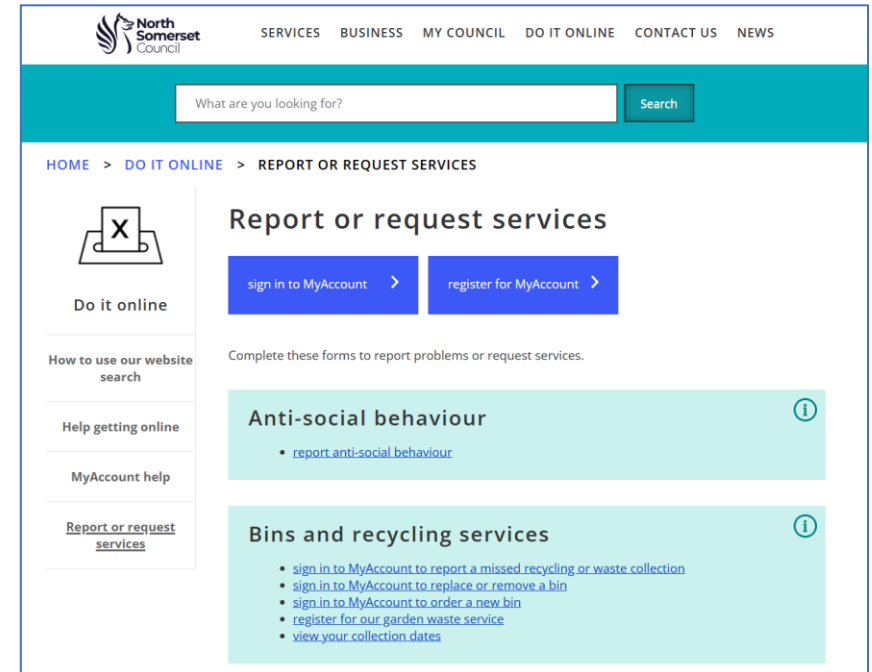
Other issues to be reported to the Council should be done so via their 'Report or Request It'\* section on the NSC website.

<https://n-somerset.gov.uk/do-it-online/report-or-request-services>

## Other issues to be reported or requested include:

- Problems with streetlights and damage to bollards, signs, or poles.
- Damage to road, drains, pavements, road marking, and manholes.
- Trees (branches obstructing highways or properties).
- Damage, obstruction, or other issues affecting a Public Right of Way
- Report a pothole.
- Street cleaning.
- Bins and recycling.

\* An account may be required to log comments.



The screenshot shows the North Somerset Council website. The header includes the council logo and navigation links: SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE, CONTACT US, NEWS. A search bar is present with the text 'What are you looking for?' and a 'Search' button. The main content area is titled 'Report or request services' and features two blue buttons: 'sign in to MyAccount' and 'register for MyAccount'. Below these buttons, there is a section for 'Anti-social behaviour' with a link to 'report anti-social behaviour'. Another section for 'Bins and recycling services' includes links for reporting missed recycling, replacing or removing a bin, ordering a new bin, registering for garden waste service, and viewing collection dates. A left sidebar contains links for 'Do it online', 'How to use our website search', 'Help getting online', 'MyAccount help', and 'Report or request services'.

# Anti-Social Behaviour

Anti-Social Behaviour should be reported to North Somerset Council; however, if you deem it to be serious, please report it to Avon & Somerset Police.

## Anti-Social Behaviour includes:

- Smoking in cars (in the presence of a person under 18)
- Littering
- Public urination
- Loud or disruptive noises, such as playing music or slamming car doors

## North Somerset Council:

To report ASB to NSC, you can fill out a form on their website, found here: <https://forms.n-somerset.gov.uk/report-request/form/asb#/1>

Everywhere in the open air in North Somerset, where the general public is allowed to be, is subject to a Public Space Protection Order. Anyone who fails to comply without a reasonable excuse can be in breach of the order.

More information relating to NSC's PSPO is found here: <https://n-somerset.gov.uk/my-services/community-safety-crime/public-space-protection-orders/area-wide-orders>

# Taxis and Private Hire Vehicles

There are two routes to reporting, should you wish to report an issue with a taxi or Private Hire Vehicle, either acting alone or as a business offering airport transfers.

**The following information should be submitted if possible:**

- Vehicle registration(s)
- Taxi license plate number
- Address of the transfer business (if applicable)
- Make and colour of the car(s)
- Council licensing the vehicle
- Location, time and date

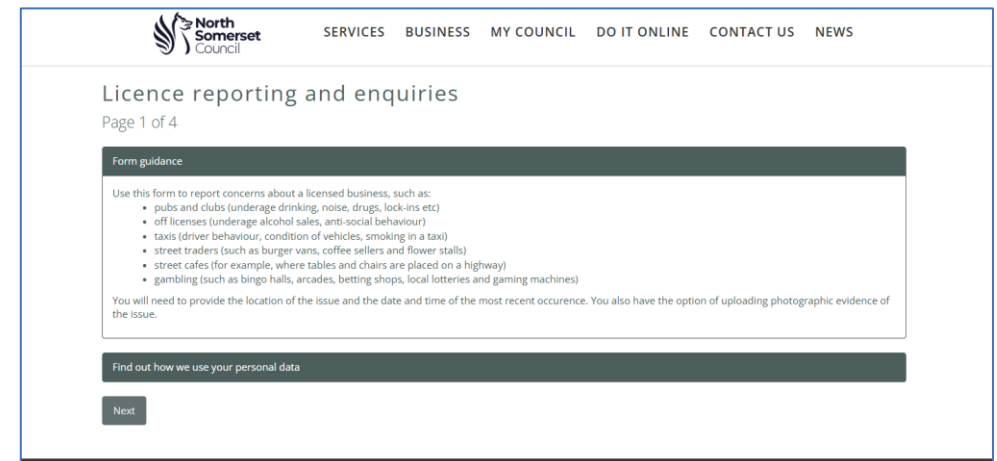
## North Somerset Council:

- Report via email to:

[licensing@n-somerset.gov.uk](mailto:licensing@n-somerset.gov.uk)

- Report online, to NSC's Licensing and Reporting enquires via:

<https://forms.n-somerset.gov.uk/report-request/form/licencereportenquire#/1>



The screenshot shows the North Somerset Council website interface. At the top, there is a navigation menu with links for SERVICES, BUSINESS, MY COUNCIL, DO IT ONLINE, CONTACT US, and NEWS. The main heading is 'Licence reporting and enquiries' with a sub-heading 'Page 1 of 4'. Below this is a section titled 'Form guidance' which contains a list of items to report: pubs and clubs (underage drinking, noise, drugs, lock-ins etc), off licenses (underage alcohol sales, anti-social behaviour), taxis (driver behaviour, condition of vehicles, smoking in a taxi), street traders (such as burger vans, coffee sellers and flower stalls), street cafes (for example, where tables and chairs are placed on a highway), and gambling (such as bingo halls, arcades, betting shops, local lotteries and gaming machines). A note states: 'You will need to provide the location of the issue and the date and time of the most recent occurrence. You also have the option of uploading photographic evidence of the issue.' At the bottom of the form, there is a link 'Find out how we use your personal data' and a 'Next' button.

# Trading Standards

If your concern relates to a business that you think may be operating illegally, has broken the law or acted unfairly, e.g. false advertising for off-site meet and greet operators. You can report them to Trading Standards.

Trading Standards will use the information you give to investigate if the business or person is operating in an unfair or illegal manner; therefore, it is important to submit as much relevant information as possible.

## **You should report a business to Trading Standards if:**

- You believe they are operating a scam
- They tried to stop you from using your legal rights
- They were not clear about the price, or added extra costs
- They didn't carry out the work properly, or the experience was not as described

## **To report a business to Trading Standards you can:**

- Contact the Citizens Advice consumer service, who will pass on your report to Trading Standards.
  - You can contact the Citizens Advice consumer helpline: 0808 223 1133
  - You may also want to contact NSC's Trading Standards, via email at: [trading.standards@n-somerset.gov.uk](mailto:trading.standards@n-somerset.gov.uk)