

Enforcement Operations Agreement Schedule 2

Appendix 16 – PATAS Appeal Form Template

tfl_scp_000555

Service Operations Directorate Transport for London 4th Floor, Palestra 197 Blackfriars Road Southwark London SE1 8NJ

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Copies of the PATAS Appeal Form Templates and associated guides referenced and contained in Appendix 16 are the most current versions available at the date of issue of this Agreement. Any and all subsequent revisions to these documents will supersede the current versions contained in Appendix 16.



Parking and Traffic Appeals Service

Your right to appeal

against a Road User Charging Penalty

This form has been issued by the Road User Charging Adjudicators.

- You received a Penalty Charge Notice from Transport for London ("the Authority") claiming you are liable for payment of a Road User Charging Penalty.
- You challenged this Notice, by the Authorithmeinsted your representation.
- You now have 28 days to appeal against the Authority's decision
- If you appeal, your case will be considered by an Adjudicator who is independent of the Authority.
- If you do not appeal now you may have no challenge your liability.

APPEAL PROCEDURE

- Road User Charging Adjudicato Con ider appeals against liability for penalty harg an usar direct the Authority to cancel the Penalty Charge Notice. Adjudicators are experienced lawyers, independent of the Authority, and constitute a tribunal under the Road User Charging (Enforcement & Adjudication) (London) Regulations 2001 as amended The Adjudicator's decision is binding in law.
- The Adjudicator will allow an appeal if grounds shown overleaf is substantiated. The Adjudicator cannot allow an appeal simply because you feel the circumstances excused contravention. If you are not sure if your case falls within the grounds you should appeal. The Adjudicator will explain if it cannot be allowed.
- Complete the attached form and return it to the Parking and Traffic Appeals Service within 28 days. The Authority's case against you is summarised in their Notice of Rejection. You should explain your case in the section headed 'Details of Appeal'. If you send the form later than 28 days from the date of receipt, you must explain why. An Adjudicator will then decide whether to allow you to make a late appeal.
- Submit all relevant evidence with this form if possible. The Authority will submit full details of the alleged contravention, vehicle registration and the representations you made to them. They will send you a copy of all the evidence they submit to the Adjudicator.

hearing are given an allotted time slot and are held at our Hearing Centre at Angel Square, EC1, which is wheelchair accessible. Alternatively you can submit all your evidence in writing and receive the Adjudicator's decision by post

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- Thursday, In-5pm Friday and 9.00am to 1.00pm on Saturdays. You will be able to change the scheduled time if it is not convenient.
- There is a share for submitting an appeal and cost are not ornerly way ed.
- The procedure for de fing with Road User Charging Appeals is shown in Part II of the Schedule to the Road User Charging (Enforcement & Adjudication) (London) Regulations 2001 as amended.

Parking and Traffic Appeals Service
PO BOX 694, Weybridge, KT13 3GR
Tel: 0207 520 7200. Fax: 020 7520 7206
DX155080 Weybridge 5 Minicom 0207 520 7205
Calls to the Parking and Traffic Appeals Service may be recorded



Questions and Answers

Q What evidence should I send in?

- A You must send in all evidence that supports your case. Send copies of valuable documents, not originals. Some examples of evidence are:
 - Vehicle registration document (if you are claiming exemption by way of vehicle classification)
- Receipt of purchase of the charge
- Photographs (if you feel they help your case)
- Witness statements please note that the Adjudicator cannot contact witnesses (including police) on your behalf.

If the written evidence alone does not explain your case adequately, ask for a personal hearing. Your witnesses can give evidence personally at a personal hearing.

Q What if I do not have all the evidence I need at the moment?

A Send in the Notice of Appeal now. When you receive a day for your hearing you will be told the last date on whe evidence can be submitted. Remember, hearing an be rescheduled if necessary.

Q What can I expect at a personal hearing?

A Hearings are quite informal: you do not need a lawyer to represent you and there are no complicated rules of evidence or procedure. Usually, only the appellant and the Adjudicator re present.

Q What if I need an interpreter or signer?

A We find that most people who require a signer or interpreter at a hearing usually prefer to bring a friend or relative to sign or interpret for them. Remember, hearings in be rescheduled if necessary, but if you are stimely produced in methody, please contact us and we will arrangements for you.

Q Will the penalty increase if I lose my appeal?

A No. If you lose your appeal you will be given another 28 days to pay the penalty due before any further increase. The penalty due will normally be the full, not the reduced, penalty, unless the Adjudicator directs otherwise.

Q Will I have to pay costs if I lose? Can I claim expenses if I win?

A Only if the Adjudicator finds either you or the Authority acted 'frivolously, vexatiously or wholly unreasonably' might an award of costs be made

Q What if I disagree with the Adjudicator's decision?

- A There is no appeal against a decision. However,
 - 1. In very limited circumstances you can apply for a decision
 - Tode sion as fond make be aut of an error by
 - Tou famed to appear of the representation at a hearing for some good and sufficient reason
 - There is new evidence the existence of which could not have been reasonably known or foreseen before the sion
 - e interests of justice require a review

If you wish a fully for review, you must do so in writing to Particle Appeals Service within 14 days of the decision, explaining your reasons.

2. If an Adjudicator interprets the law incorrectly the decision may be reviewed in the High Court (you would need to seek legal advise about this).

erence

If you would like any further information about the appeals procedure, please do not hesitate to contact the Parking and Traffic Appeals Service. Please understand that the Appeals Service appeals view you lead advice.

OUNDS OF APPE

These are the ONLY grounds on which an Adjudicator can allow an appeal.

I was not the person liable for the charge at the time of the one vertical

The charge due for the vehicle used in the charging zone the date at the all the manner required had been paid

No penalty charge is payable under the charging scheme

The vehicle was used without the registered keeper's consent

The penalty charge exceeded the amount applicable in the circumstances of the case

The recipient is a vehicle hire firm

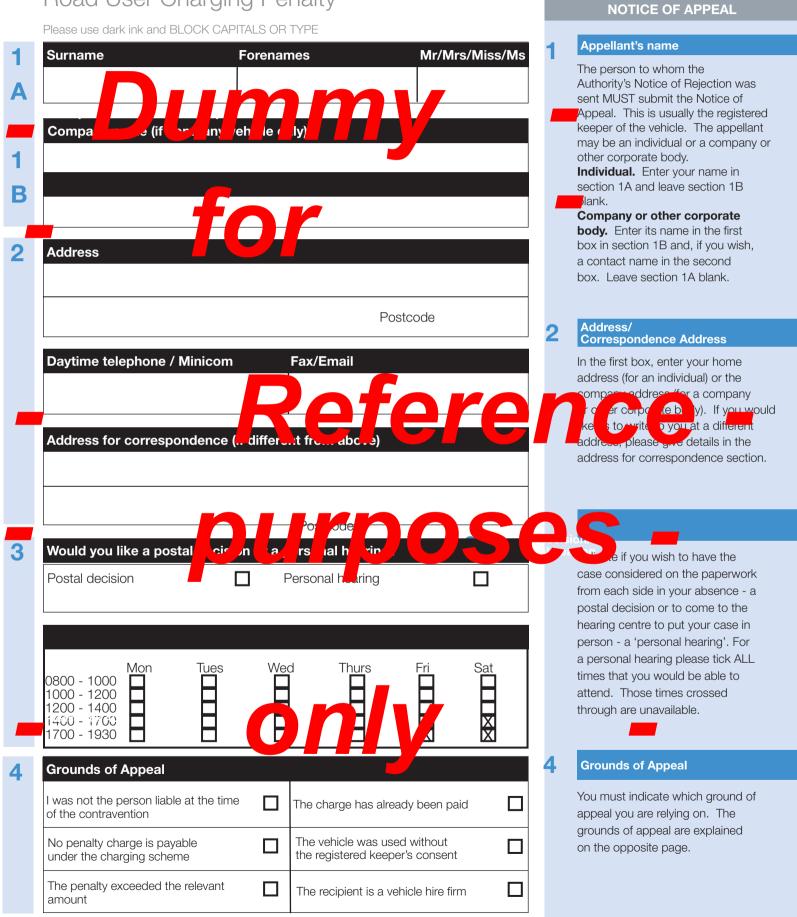
This only applies to hire firms where at the time the contravention occurred the hirer had signed a formal agreement accepting liability for penalties.

The Parking and Traffic Appeals Service is supported by London Councils Transport and Environment Committee



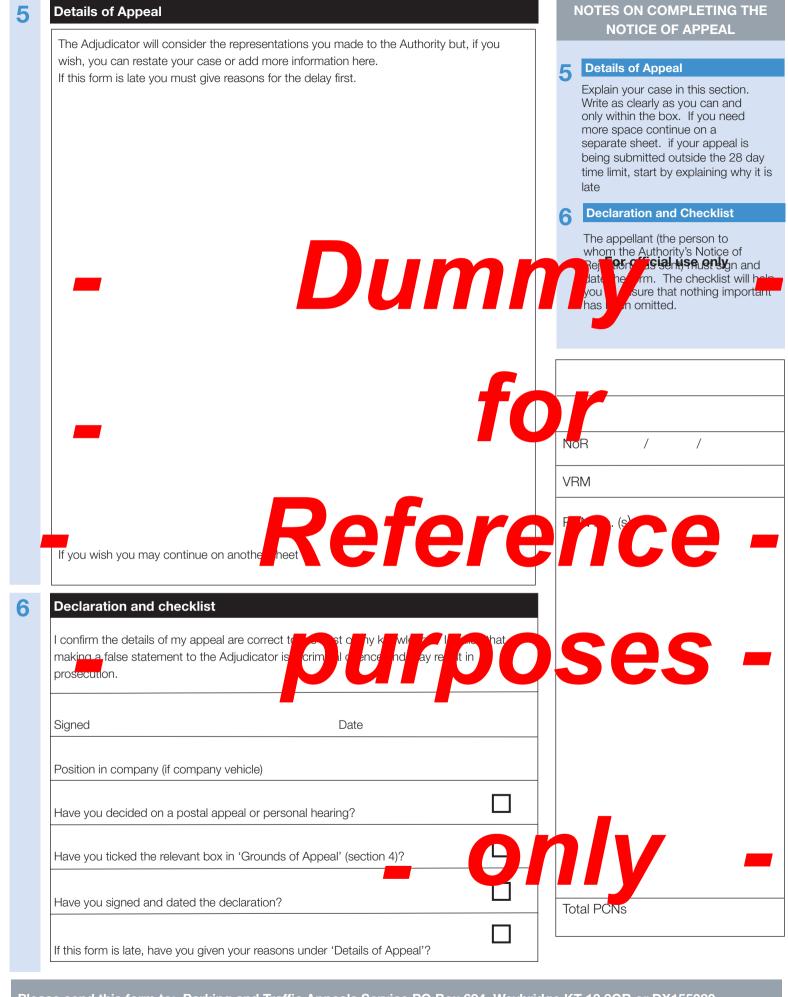
NOTES ON COMPLETING THE

Notice of Appeal Road User Charging Penalty



tfl_scp_000555 __In Confidence- Page 4 of 8





Please send this form to: Parking and Traffic Appeals Service PO Box 694, Weybridge KT 13 3GR or DX155080 Weybridge 5 or fax on 020 7520 7206.

Only send this form **once.** Please do not, for example, send it both by post and fax do **not** send any payment with this form



Queendx ons and Answers

Q What evidence should I send in?

- A You should send in any evidence which supports your case. The Adjudicator will not collect evidence or contact witnesses on your behalf. You must not, for example, say in your appeal: "If you want more information please contact xxxx on tel. yvvv." Some examples of evidence are:
 - Receipt of sale (if you no longer own the vehicle);
 - Delivery note (if you are claiming exemption by way of loading);
 - Photographs (if the street signs or lines were inadequate);
 - Witness statements.

Please send in clear copies rather than originals. If you have asked for a personal hearing bring the originals with you. If you wish to submit in evidence digital photographs or moving pictures, please do so on CD, DVD or videotape. Please note that we will retain it as we require a complete record of the evidence. In view of the significant security issues associated with their use, we cannot accept evidence on a USB flash drive. If you present evidence at a hearing that we cannot retain, such as on a mobile telephone, laptop or camcorder, the Adjudicator may need to adjourn the hearing for you to provide the evidence in a suitable form.

Q What if I do not have all the evidence I need at the moment?

A Send in the appeal application form as soon as you can and explain that your evidence will follow. In the acknowledgement letter we send you we will tell you when you should send in your evidence. If you are attending a personal hearing you should get evidence to us as soon as you can, but if this is not possible you can bring it with you to the hearing. Remember, you can reschedule your hearing (postal or personal) if necessary.

Q What if I am sending my appeal in late?

A The Adjudicator is able to extend the 28 day time limit. If you are sending your appeal in late you must state clearly the reasons for the delay so that the Adjudicator can decide whether to consider the appeal 'out of time'.

Q What is meant by a postal decision?

A Neither the appellant nor the Authority will be present or represented. The Adjudicator will consider the documentary evidence provided by both parties and make their decision on this. If the Adjudicator needs either side to provide further details before making a decision they can adjourn the case to

Q What happens at a personal hearing?

All appellants are given individual appointments and we aim to ensure that your hearing starts within 15 minutes of the appointment time. Hearings are informal and you do not need a lawyer to represent you. There are no complicated rules of evidence and usually only the appellant and the Adjudicator are present. The Adjudicator will explain to you how the hearing will progress. The Adjudicator will usually tell you the decision at the end of the hearing. You will also receive the full decision in

Q What if I have special requirements?

A The hearing centre is wheelchair accessible. If you require a signer or interpreter please contact us so that we can make the necessary arrangements. You can, of course, bring a relative or friend to sign or interpret for you if you wish. The service has a minicom number for people with hearing difficulties: 020-7520 7205. If you have any concerns about your special requirements please contact us.

Q How does the Adjudicator make their decision?

A Having considered the evidence presented by both parties the Adjudicator has to come to a conclusion about what actually happened (make findings of fact). They then have to apply the relevant law to these findings of fact. In cases where they find that a contravention did occur and the appellant is liable, they are unable to waive the penalty because of the particular circumstances of the case. If you are not sure whether your case makes out a ground of appeal, or are unclear about the reasons for the Authority rejecting your representations, you can still appeal and set out the details of your case. If the Adjudicator cannot allow your appeal they will give you full reasons.

Q Will the penalty increase if I lose my appeal?

A No. If you lose your appeal you will be given another 28 days from the date of the decision to pay the penalty before any further increase. The penalty due will normally be the full, not the reduced, penalty, unless the Adjudicator directs otherwise. Do not send payment with this form.

Q Can I claim expenses against the Authority if I win my case - can costs be awarded against me?

A Only if the Adjudicator finds either you or the Authority acted 'frivolously, vexatiously or wholly unreasonably' might an award of costs be made. Compensation or damages cannot be awarded.

If you would like any more information about the appeals procedure, refer to our website (www.parkingandtrafficappeals.gov.uk) or contact us by writing to the address overleaf or telephoning 020-7520-7200. The telephone enquiry line is open 8:00am to 8:00pm Monday to Thursday, and 8:00am to 5:30pm on Friday. Please understand that the appeals service is unable to give you advice about the merits of your case.

GROUNDS OF APPEAL

These are the ONLY grounds on which an Adjudicator can allow an appeal.

I was not the owner of the vehicle at the relevant time

eg. the vehicle was sold before (or bought after) the contravention occurred. Note: under the London Local Authorities Act 1996 the owner, not the driver, is liable for the penalty charge.

There was no breach of the bus lane order/regulation

eg. the vehicle was not in a bus lane during its hours of operation or the bus lane restrictions were not properly signed.

The person who was in control of the vehicle at the time was in control of it without my consent eg. the vehicle was driven in the bus lane after being stolen.

The police are already taking action

This applies if the driver of the vehicle at the time has received a Fixed Penalty Notice or a Notice of Intended Prosecution for the same offence.

In Confidence

Please turn over



Notice of Appeal

(Bus Lane Penalty)

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Company contact name (option	nal)
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	gion or a personal hearing? (please tick)
stal eci n	U Snal CS
Ple e tick ALL days/times v Mon Tues	en you would be able to attend a personal hearin Wed Thurs Fri Sat
0800 - 1000	A A A
1200 - 1400 1400 - 1700	
1700 - 1930	
Grounds of Appeal (prease tio	ck approriate ground)
I was not the owner of the vehicle at the material time	The vehicle was in the control of someone who was in control of it without my consent

NOTES ON COMPLETING THE NOTICE OF APPEAL

Appellant's Name

The person to whom the Authority sent the Notice of Rejection MUST submit the Notice of Appeal. This is usually the registered keeper of the vehicle.

The appellant may be an individual or company or other corporate body.

Individual: Enter your name in section 1A and leave section 1B blank.

Company or other

corporate body: Enter its name in the first box in section 1B and, if you wish, a contact name in the second box. Leave section 1A blank

If you are the appellant's authorised representative enter the appellant's name in section 1 and not your own.

Address / **Correspondence Address**

In the first box, enter your home address (for an individual), or the company address (for a company or other corporate body). If you would like us to write to you at a different address, please give details in the address for correspondence section. It is helpful to give a contact no./e-mail address in case we need to contact you about your hearing.

If you are the appellant's authorised representative and correspondence is to go to you, enter the appellant's address in the first box and "c/o [name and address of authorised representative]" in the correspondence box.

Postal Decision / Personal Hearing

Indicate if you wish to have a postal decision or a personal hearing. Please tick ALL times that you would be able to attend. Those times crossed through are unavailable.

Grounds of Appeal

You must indicate which ground of appeal you are relying on. The grounds of appeal scale ined on the opposite page.

Questions and Answers

Q What evidence should I send in?

You should send in any evidence which supports your case.

The Adjudicator will not collect evidence or contact
witnesses on your behalf. You must not, for example, say in
your appeal: "If you want more information please contact xxxx
on tel. yyyy." Some examples of evidence are:

- Receipt of sale (if you no longer own the vehicle);
- Delivery note (if you are claiming exemption by way of loading):
- Photographs (if the street signs or lines were inadequate);
- Tax disc details (if no parking ticket was issued to your vehicle):
- Witness statements.

Please send in clear copies rather than originals. If you have asked for a personal hearing bring the originals with you. If you wish to submit digital photographs or moving pictures, please do so on CD or DVD. Please note that we will retain it as we require a complete record of the evidence. In view of the significant security issues associated with their use, we cannot accept evidence on a USB flash drive. If you present evidence at a hearing that we cannot retain, such as on a mobile telephone, laptop or camcorder, the Adjudicator may need to adjourn the hearing for you to provide the evidence in a suitable form.

- Q What if I do not have all the evidence I need at the moment?
- A Send in the Notice of Appeal form as soon as you can and explain that your evidence will follow. In the acknowledgement letter we send you we will tell you when you should send in your evidence. If you are attending a personal hearing you should still get evidence to us as soon as you can, but if this is not possible you can bring it with you to the hearing.
- Q What if I am sending my appeal in late?
- A The Adjudicator is able to extend the 28 day time limit. If you are sending your appeal in late you must state clearly the reasons for the delay so that the Adjudicator can decide whether to consider the appeal 'out of time'.
- Q What is meant by a postal decision?
- A The Adjudicator will make a decision by considering the documentary evidence provided. The parties do not appear in person before the Adjudicator to put their case. If the Adjudicator needs either side to provide further details before making a decision the Adjudicator can adjourn the case to ask for this.

Q What happens at a personal hearing?

All appellants are given individual appointments and we aim to ensure that your hearing starts within 15 minutes of the appointment time. Hearings are informal. There are no complicated rules of evidence and usually only the appellant and the Adjudicator are present. Most people explain their case to the Adjudicator themselves, but you can have a representative (who need not be a lawyer) to do that for you if you want. The Adjudicator will explain to you how the hearing will progress and will usually tell you the decision at the end of the hearing you will also receive the full decision in vertical.

Q What if I have special requirements?

The Hearing Centre is wheelchair accessible. The has a minicom number for people with hearing 020 7520 7205. You may bring a relative or friend to sign or interpret for you. If you have concerns about your special requirements please contact us.

Q How does the Adjudicator make their decision?

A Having considered the evidence presented by both parties the Adjudicator has to come to a conclusion about what actually happened (make findings of fact). The Adjudicator then has to apply the relevant law to these findings of fact. In cases where the Adjudicator finds that a continuous of fact in cases where appellant is liable, they are unable to waive the penalty because of the particular circumstances of the case. If you are not sure whether your case makes out a ground of appeal, or are unclear about the reasons for the Enforcement Authority rejecting your representations, you can still appeal and set out the details of your case.

Q Will the penalty increase if I lose my appeal?

A No. If you lose your appeal you will have 28 days to pay the penalty before any further increase. The penalty due will normally be the full penalty, as the opportunity to pay the reduced penalty will have passed. Do not send payment with this form.

Q Can I claim expenses against the Enforcement Authority if I win my case? Can costs be awarded against me if I lose?

Only if the Adjudicator finds either you or the Enforcement Authority acted 'frivolously, vexatiously or wholly unreasonably' might an award of costs be made. Compensation or damages cannot be awarded.

If you would like any more information about the appeals procedure, refer to our website (www.patas.gov.uk) or contact us by writing to the address overleaf or telephoning 020 7520 7200. The telephone enquiry line is open 8:00am to 8:00pm Monday to Thursday, and 8:00am to 5:30pm on Friday. Parking and Traffic Appeals Service staff are unable to give you advice about the merits of your case.

GROUNDS OF APPEAL

These are the ONLY grounds on which an Adjudicator can allow an appeal.

The contravention did not occur e.g. the contravention did not happen as stated on the Penalty Charge Notice or the prohibition was not properly signed.

You were not the owner of the vehicle at the relevant time e.g. you had sold the vehicle before, or bought it after, the date of the alleged contravention.

The vehicle was parked by someone in control of it without the owner's consent e.g. the vehicle was improperly parked after being stolen.

The vehicle is owned by a hire firm who have supplied the name and address of the hirer and there is a signed formal agreement accepting liability for penalty charges.

The penalty charge exceeded the amount applicable in the circumstances of the case e.g you are being asked to pay the wrong amount for the penalty charge. There has been a procedural impropriety on the part of the Enforcement Authority i.e. failure to observe any requirement of the enforcement law, e.g. breach of a time limit.

The Traffic Order allegedly contravened is invalid. The Order creates the contravention. If you want to see it ask the Enforcement Authority.

The civil enforcement officer was no prepared by comperson from fixing the Penalty Charles No expected the vehicle or handing to the person vehicle. This only applies when the Enforcement Authority sent the Penalty Charge Notice to you by post because they say that someone prevented the civil enforcement officer from issuing the Penalty Charge Notice at the scene. (This cannot apply where a Penalty Charge Notice has been sent by post after a contravention has been seen on CCTV.)

The penalty charge has already been paid.

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Notice of Appeal Traffic Management Act 2004

Parking Penalty

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Personal hearing

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	Mc	Tues	Wed	Thurs	Fri	Sat
0800 - 1000						
1000 - 1200	П			П		
1200 - 1400	П	П	П	П		
1400 - 1700	П	П	П	П		
1700 - 1930					\boxtimes	

Postal decision

		2000		
Grounds of Appeal				
contravention did not occur.	We are a hire firm and have supplied the name and address of the hirer		The Traffic Order is invalid.	
I was not the owner of the vehicle at the relevant time.	The penalty charge exceeded the amount applicable.		The civil enforcement officer was not prevented from issuing the Penalty	
The vehicle was parked by someone in control of it without my consent.	There has been a procedural impropriety on the part of the Enforcement Authority.		Charge Notice. The penalty charge	<u> </u>

_In Confidence-

NOTES ON COMPLETING THE NOTICE OF APPEAL

Appellant's Name

This **MUST** be the person to whom the Enforcement Authority sent the Notice of Rejection, as only that person has a right to appeal. The appellant may be an individual or a company or other corporate body.

Individual: Enter your name in section 1A and leave section 1B blank.

Company or other corporate body: Enter its name in the first box in section 1B. Leave section 1A blank.

If you are the appellant's authorised representative enter the appellant's name in section 1 and not your own.

2 Address / Correspondence Address

In the first box, enter your home address (for an individual), or the company address (for a company or other corporate body). If you would like us to write to you at a different address, please give details in the address for correspondence section. If you are the appellant's authorised representative and correspondence is to go to you, enter the appellant's address in the first box and "c/o [name and address of authorised representative]" in the correspondence box.

3 Postal Decision / Personal Hearing

Indicate if you wish to have a postal decision or personal hearing. If you request a personal hearing, please tick **ALL** the times that you would be able to attend. Those times crossed through are unavailable. We will try to list the hearing for the time you request but this cannot be guaranteed.

4 Grounds of Appeal

You must indicate your ground of appeal. The grounds of appeal are explained on the opposite page.

Page 7 of 8

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Details of Appeal The Adjudicator will consider the representations you made to the Authority, but if you wish you can restate your case or add more information here. If this form is late you must give reasons for the delay first.

If you wish you may continue on another sheet

Declaration and checklist I confirm the details of my appeal are correct to the best of my knowledge. I realise that making a false statement to the Adjudicator is a criminal offence and may result in prosecution. Signed Date Position in company (if company vehicle) Have you decided on a postal appeal or a personal appointment? Have you ticked the relevant box in 'Grounds of Appeal' (section 4)? Have you signed the declaration? If this form is late, have you given your reasons under 'Details of Appeal'?

NOTES ON COMPLETING THE NOTICE OF APPEAL

5 Details of Appeal

Explain your case in this section. Please use black ink and write as clearly as you can and only within the box. If you need more space continue on a separate sheet. If your appeal is being submitted outside the 28-day time limit, start ining why s late.

6 Declaration

The appellant tine person whom the Notice of Rejection was sent) must sign the form. Unsigned appeals cannot be registered. If you are the appellant's authorised representative you should sign "[signature] - authorised presentative of [appellant's

The checklist will help you to ensure that nothing important has been missed.

Only send this form once (e.g. not by post and fax). Do not send payment with the form.

To be completed by the

Enforcement Authority

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Total PCNs

Traffic Management Act 2004

Parking and Traffic Appeals Service

Your right to appeal

against a Parking Penalty

Please detach and retain these notes for future reference

- he been issued by the Parking and Traffic Adjudicators rcement Authority (the Council or Transport for London) claim that you liable for payment of a penalty for a parking contravention.
- You challenged this but your representations were rejected for the reasons given in the Notice of Rejection.
- You have 28 days to appeal against the Enforcement Authority's decision.
- If you appeal an Adjudicator who is independent of the Enforcement Authority will consider your case.
- If you do not appeal now you will have no further opportunity to challenge the penalty.

Please read this guidance before completing the attached Notice of Appeal

APPEAL PROCEDURE

independent of the Enforcement Authority, and the motorist and constitute a tribunal under the Traffic Management Act 2004.

 A single Adjudicator considers the appeal and will allow it if one of the grounds is made out. The Adjudicator's decision is binding in law.

It may be that the facts of your case do not amount to a ground of appeal and therefore the Adjudicator cannot w your appeal, but you think that there are other compelling reasons why you should not have to pay the penalty. If the Adjudicator considers that there are compelling reasons such as mitigating circumstances, the Adjudicator may recommend, but cannot direct, that the Enforcement Authority cancel the Penalty Charge Notice or Notice to Owner. The Enforcement Authority then have 35 days to decide whether or not to accept that recommendation. If they do not accept it the Enforcement Authority must give you reasons and you will then have 28 days to pay the penalty.

WHAT HAPPENS NEXT

or submitting an appeal. PATAS ou choose to attend in person.

- You should complete the attached form and return it to the Parking and Traffic Appeals Service as soon as possible. You have 28 days from receiving the Enforcement Authority's Notice of Rejection to do so. You should explain your case in section 5, headed 'Details of Appeal'. If you do not send the form within 28 days, you must explain why. We will send a copy of the form and your evidence to the Enforcement Authority. Please submit all relevant evidence with this form if possible.
- The Enforcement Authority are required to submit to the Adjudicator details of their case and the representations you made. They will send you a copy of all the evidence they send to the Adjudicator.
- Your case can be considered by the Adjudicator at a personal hearing or on the written evidence alone. Hearings usually last about 20 minutes and are held at our hearing centre at Angel Square, EC1. You will receive 28 days' notice of the hearing date. Personal hearings take place between 8.00am and 7.30pm Monday to Thursday, 8.00am and 5.00pm Friday and 9.00am to 1.00pm Saturday.
- If you request a postal decision, your case will come into the Adjudicators' list after 28 days, and will be considered as soon as possible after that date.
- The procedure for dealing with appeals is set down in The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007. For further details please see our web site: www.patas.gov.uk

Parking and Traffic Appeals Service PO Box 279, Chertsey, Surrey KT16 6BU Tel 020 7520 7200 Fax 01932 578 493 DX 155080 Chertsey 7 Minicom 020 7520 7205

Please send this form to: Parking and Traffic Appeals Service, PO Box 279, Chertsey, Surrey KT16 6BU or DX 155080 Chertsey 7 or fax on 01932 578 493. Only send this form page. Please do not, for example, send it both by post and fax. However, do NOT use FAX if you wish to send In Confidence-

photographs as the quality of the copy we receive is unlikely to be adequate. Do not send any payment with this form

Calls to the Parking and Traffic Appeals Service may be recorded