

Code of Practice

Second Stage Parking Appeals



Introduction

The Appeals Service (AS) has been set up to process second stage parking Penalty Notices appeals from customers who feel that they should not have been charged a Penalty Notice and are not satisfied their first appeal has been considered appropriately. This Code of Practice sets out the standard of service together with the process and criteria that AS will use in handling Penalty Notice appeals.

Is the service independent?

AS is completely independent of the parking company, and train company who charge Penalty Notices when parking on their land. Its accounting procedures have been designed to allow independent auditing by the parking company and the train companies, and its management structure does not report to the parking company or any train company. AS charges the relevant parking company for its service. However, it does not gain financially by rejecting an appeal. AS charges the parking company the same amount for each appeal regardless of whether the appeal is accepted or declined.

Is the service confidential?

AS is registered under the General Data Protection Regulations (*registration number Z8097933*). It will treat all rail users' personal information as private and confidential. Neither the name nor the address of a motorist will be disclosed other than in exceptional cases permitted in law.

Is the service free to motorists?

AS is completely free for motorists. All appeals must be made in writing, either online, by post or by fax, within the time limit given on their first appeal response issued by the Parking Company.

How will appeals be investigated?

AS will receive an evidence pack from the Parking Company containing all of the supporting documentation and correspondence from the first appeal.

Fairness and Consistency

AS aim to treat all appeals fairly and consistently. To make sure that there is consistency AS use a set of specific criteria against which each appeal is assessed. For obvious reasons AS are unable to circulate the specific criteria, as the information could be misused.

Appeals will be considered by a trained appeals assessment officer.

Service levels

The Parking Company has agreed to provide AS with the relevant evidence pack within 14 days of being asked.

AS will respond within 14 days after the completion of the 14 days given to the motorist to consider the evidence pack supplied by the Parking Company.

Staff Training

A comprehensive staff training course has been developed to ensure that assessment officers have received all necessary and appropriate training. The programme includes in-built continuous staff assessment.

Audit

AS allows the Parking Company to audit its accounts. The Parking Company is aware of this and, if required, will exercise this right.

The Appeals Service (AS) is a trading name of
ITAL Group Limited
(registered England & Wales Number: 04784571).