Vehicle Drivers Guide to Appealing a Penalty Charge Notice

When can you appeal?

An appeal can be made to the parking team with 28 days of having received a Penalty Charge Notice. Appeals will not be considered after this time.

What are the Grounds for Appeal?

There are two grounds for appeal that will be considered by the appeals panel;

*That the notice was not correctly applied.* You believe that you were parked appropriately and had not contravened any of the Trusts parking regulations.

*That there were exceptional circumstances* that led you to park in a way with contravened the Trusts parking regulations

How do I appeal?

All appellants must complete must complete a “Penalty Charge Notice Appeal Form” which should be returned to the parking office within 28 days of the notice being issued. This form can be found on the Trust internet or can be obtained by contacting the parking office.

Completed forms must be emailed or posted to the parking office:

parking@hhft.nhs.uk

Parking Office [Mail Point 026], Royal Hampshire County Hospital, Romsey Road, Winchester, SO22 5DG

What happens to my appeal?

An appeal panel is held each month and will consider the report you submit alongside the details of the penalty notice including images showing why a ticket was issued.

The appeal panel will be made up of two or more members of staff which will always include at least one manager from the facilities team who will ensure that the appeal process is administered correctly.

The appeal panel will either uphold the ticket or accept the reasons for appeal. The outcome of the appeal will be communicated to you no later than 8 weeks after the receipt of the appeal form.
What happens after the appeal?

If the appeal is upheld you will not need to take any further action.

If the appeal is rejected you will be expected to make a payment. If required we will take further action to recover any outstanding payments 28 days after the appeal outcome notification and demand for payment is sent to you.

What happens about the 14 day reduced payment period?

We offer a reduced charge where payment is made within 14 days of the receipt of a penalty notice (the charge is reduced from £60 to £30). If an appeal is received within 14 days of the issue of the notice and the appeal is rejected a further 14 days to make payment at the reduced rate will be offered. If the appeal is received beyond 14 days from the issue of the notice then the full charge will become due immediately.

<table>
<thead>
<tr>
<th>Date Appeal Received</th>
<th>Outcome</th>
<th>Charge Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 14 days</td>
<td>Appeal upheld</td>
<td>No charge due</td>
</tr>
<tr>
<td>Within 14 days</td>
<td>Appeal declined / Notice upheld</td>
<td>£30 within 14 days of decision notice £60 between 15 and 28 days of decision notice</td>
</tr>
<tr>
<td>15-28 days</td>
<td>Appeal upheld</td>
<td>No charge due</td>
</tr>
<tr>
<td>15-28 days</td>
<td>Appeal declined / Notice upheld</td>
<td>£60</td>
</tr>
</tbody>
</table>

What if I disagree with the decision made?

There is no process for a secondary appeal. The charge becomes due on the receipt of the appeal outcome and the Trust will, if required take steps to recover unpaid notices.