

Car Parking Appeals Policy

Fraud & Revenue Enforcement

2026



TransPennine Express operates 15 railway station car parks and provides direct enforcement of parking contravention by a trained team of Inspectors.

When a Parking Charge Notice (PCN) is issued, a breach of the terms and conditions of parking is alleged. The **Driver** is liable for the PCN, however, this liability may be transferred to the **Registered Keeper** in certain circumstances as defined in the Protection of Freedoms Act 2012.

Where the Driver disputes the contravention, they have the right to a two-stage appeal.

Stage 1

Where a PCN has been issued to the vehicle's windscreen, the details of how to make out the appeal will be included on the printed notice. The Driver must appeal online by visiting www.tpexpress.co.uk/parking. If the Driver has no internet access, they may appeal in writing to the following address:

TPE Revenue Enforcement
PO Box 908
York
YO1 0DX

All appeals are recorded on our internal case management system and are handled in date order (oldest to newest received). All postal appeals are also uploaded onto our case management system to ensure that we are tracking appeals in a fair and consistent manner for all motorists.

Appeals **must** detail why the contravention alleged has not occurred. Please note that appeals sent in relation to issues with the state or condition of the car park are not appeals, and are *complaints*. These will be handled in accordance with our Complaints Policy, which can be found on our website at www.tpexpress.co.uk/parking.

When the appeal comes in, it is handled by a trained member of staff who has access to the relevant systems and information to assess the validity, or otherwise, of the appeal. Our appeals process follows the Code of Practice for Parking. It is the appeal assessor's role to determine if the parking charge was issued correctly and in compliance with the Code of Practice. Personal mitigating circumstances will not, generally, be taken into consideration by our Assessors. Our remit is to assess the validity of the PCN only. If it is deemed to have been issued in accordance with the Code of Practice, and the signage on display, it is likely that the appeal will be denied.

Together, we're going places.

Only the Driver can appeal the parking notice. For PCNs issued via our Automatic Number Plate Recognition cameras, the Registered Keeper will first receive a notice requesting the details of the Driver at the time of the contravention. Failure to provide the details of the Driver may lead to the Registered Keeper being held liable.

We will keep the Driver informed at all stages of the appeals process, via whichever communication method they have used to get in touch with us to raise the appeal (in writing or via the online portal), unless we are asked to use a different communication method.

Please note that we cannot accept appeals over the telephone. All appeals must be made in writing to either the postal address or online portal.

Stage 2

If the Stage 1 appeal is denied, the Driver will be provided with the contact details for the Independent Appeals Service. This is an independent third party not affiliated with TransPennine Express, who will assess the validity of the initial PCN issued, and the grounds for appeal. TransPennine Express are not involved in this process at all (except to provide any information or copies of Stage 1 appeal correspondence if requested to do so by the IAS).

If the Stage 2 appeal is successful, this decision is *binding* on TransPennine Express.

If the Stage 2 appeal is unsuccessful, the PCN remains valid and must be paid to prevent further escalation. There are no further routes to appeal.

Who can appeal

The following table sets out where the liability for the PCN is held:

x = not liable

✓ = liable

✓ * = *Where the keeper fails to identify the driver (name and serviceable address) they will become liable after 28 days of the NTK. Unless the vehicle was stolen.*

Where the NTD is issued	Driver	Keeper	Hirer
NTD	✓	x	x
NTK	✓	✓*	x
NTH	✓	x	✓
Where the NTD is NOT issued			
NTK	✓	✓	x
NTH	✓	x	✓

Where a Notice to Keeper has been sent to a hire/lease company, as they are being held liable they have the ability to appeal against the Parking Charge.

Recording appeals

The driver has 28 days to submit their appeal from the date of the PCN being issued. Where an appeal is raised but does not provide enough information to be considered an appeal, the motorist will be informed of such in order to afford them a further opportunity to submit a full appeal.

Where an appeal has been successfully received and acknowledged, enforcement action will be paused for the duration of the appeal.

Appeals received out of time

Where an appeal is raised out of time, we will consider if any exceptional circumstances apply that would result in the appeal not being able to be made during the standard appeal time frame. Examples of such would be:

- Indisposed, by either incarceration, hospitalisation or illness during the appeal window
- Out of the country during the appeal window
- Proof of correspondence being delivered to the incorrect address through no fault of the motorist*
- Evidence that a disability has prevented the appeal being raised within the standard appeal window

*Please note that it is your responsibility to inform the DVLA if you change your address, and you must do this for **both** your driving licence **and** your vehicle VC5 logbook. Failure to do so is a criminal offence, and will not be accepted as an exceptional circumstance for the failure of correspondence being delivered.

If your exceptional circumstance application is approved, we will re-set the clock as if the original appeal window had not yet commenced and any active enforcement activity will be paused.

Investigating your appeal

All investigations are carried out by a trained appeals assessor. We will investigate the full circumstances of all appeals, including:

- Reviewing the evidence that you have submitted
- Checking payment records from all providers (in cases where a failure to make payment has been alleged)

- Checking with payment providers to ensure that payment systems were operational at the time of the contravention
- Checking for accidental keying errors
- Checking if the appellant has any exemptions in line with Annex F.1 & F.2 of the Code of Practice, that may warrant the cancelling of the parking charge
- Investigating any personal mitigating circumstances provided by the appellant that may warrant either the cancellation of the parking charge or reduction of the parking charge, or the offer of a reduced settlement charge of £20
- Checking to see if reasonable adaptations have been made for motorists who reveal a disability

When investigating your appeal, we may ask you to provide additional information regarding your appeal in line with Annex F3.3 of the Code of Practice.

Examples:

Scenario	Evidence required
Major keying error	The greater the error the greater the need for evidence. For example, if someone claims to have input their spouses registration number by mistake then they would need to prove, with a copy of the V5 or similar document that they have access to the vehicle.
Breakdown or recovery vehicle attending an incident.	An activity log to demonstrate the date, time and location, the details of the vehicle that was being attended to.
Ambulance, police vehicle, fire services vehicle, or coast guard vehicle attending an emergency	The relevant service should provide a letter on headed paper confirming the vehicle was parked in the course of its duty while attending an emergency.
A hearse and/or other vehicle in use at the time as part of a funeral cortege	A letter from the funeral director and either the cemetery or crematorium confirming that there was a funeral at that time.
Presentation of a valid Blue Badge for a vehicle parked in an accessible bay	The motorist will need to provide a copy of a valid Blue Badge. They will need to identify whether it is their Blue Badge, or if not, what the circumstances were regarding the parking event and their relationship with the Blue Badge holder.
Failure to display a valid permit, where a valid permit is then provided during the appeal	The motorist will need to provide evidence of a valid permit for the time of the parking event.
Failure to display a valid pay and display ticket, where a valid pay and display ticket produced during the appeal	The motorist will need to provide a copy of the valid pay and display ticket for that parking session that they had purchased to validate their stay.
Failed to register their vehicle where required.	The evidence may vary depending on the scenario. However, it will need to show the driver was permitted to park at the time.

Appeal decisions

Appeals shall be responded to within 28 days. Where the original appeal is made within the timeframe for making a payment at the reduced rate, the reduced rate shall be offered for a further 14 days from the date of the appeal rejection. All appeal responses shall:

- Not imply or cause the recipient to infer statutory authority where none exists
- Not use prohibited terminology as set out in Annex E of the Code of Practice.

- Not be threatening or misleading
- Not infer potential consequences that cannot be enforced
- Be clearly dated
- Include a contact address
- Include the amount of the debt
- Include date and time of the contravention for which the original PCN was issued
- Include the details of the contravention
- Include details of how the debt can be paid

Your appeal outcome will also respond to all *relevant* points that you have raised in your appeal. Our appeal rejection letter will also inform you of your right to further appeal the outcome to the Independent Appeals Service, and note the timescales in which you have to make such an appeal (28 days from the outcome of the Stage 1 appeal).

The Independent Appeals Service

If you exercise your right to appeal to the IAS, they will communicate with you clearly the outcome of that appeal. If the adjudicator allows your appeal, this decision is binding on TransPennine Express and your PCN shall be cancelled and no further enforcement activity shall occur.

Further, if your appeal is allowed, the IAS may identify corrective action that we may need to take. Any such corrective action shall be recorded and may include such things as:

- Staff training
- Staff disciplinary
- Process changes
- Suspending further enforcement

Appeals Rejected by the IAS

Where the IAS does not allow your appeal, enforcement action shall not start (or re-start) until the deadline for the appeal to be made to the IAS has elapsed. Enforcement action will not restart until 28 days post the decision being made, including the addition of any additional fees.

Record Keeping

We will retain the following information regarding appeals for 36 months:

- Parking Charge number
- Date of appeal
- Date appeal concluded
- Outcome of appeal accepted
- rejected
- reduced in line with appeals charter
- goodwill gesture
- withdrawn
- Where an appeal has been accepted any remedial action that may be required and has been taken by the parking operator to avoid a repeat of the circumstances leading to the issue of the parking charge
 - Reason for acceptance
 - based on mitigation
 - incorrectly issued
 - landowner request
 - exempt vehicle
 - in accordance with appeals charter
 - goodwill gesture
 - other,
- Location including postcode

**FRAUD & REVENUE
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