**The quickest and easiest way to submit your**

**appeal is online.** **This usually takes 15 minutes.**

Visit us at [www.popla.co.uk](http://www.popla.co.uk) to get started.

You have received a parking charge notice, the Operator did not accept your representations and you now want to appeal.

**How to make an appeal**

If you want to appeal, you must do so within 28 days of the date of the Operator’s notice of rejection. The quickest and easiest way to submit your appeal to POPLA is online at [www.popla.co.uk](http://www.popla.co.uk)

Benefits to submitting your appeal online:

* Takes 15 minutes
* Process will begin immediately
* Manage your appeal online
* Track the status of your appeal
* Upload your evidence instantly
* View all documents online including Operator evidence
* Get a decision quicker

Alternatively, you may submit your appeal to POPLA by post using the enclosed form. If you are submitting your appeal by post, please note that we must receive this within the 28 day period from when the Operator issued its notice of rejection. You are also advised to obtain a certificate of posting at the time you send it.

In very limited circumstances, the Assessor may consider late appeals. If you are submitting a late appeal you must explain fully and clearly on the form or on a separate sheet why it is late. Please provide any evidence to support this, including a copy of the Operator’s rejection notice and any envelope if you received it by post. The Assessor will then decide whether the appeal can be considered.

If you are submitting your appeal by post, please provide copies (not originals) of all relevant evidence with the appeal form. This may include any photographs or documents you want the Assessor to consider.

**Appeals about parking charges issued in Scotland or Northern Ireland**

POPLA recently started accepting appeals relating to Parking Charge Notices issued in Scotland and Northern Ireland. We can only consider these appeals if you are:

* The driver of the vehicle and the person who received the Parking Charge Notice.
* Appealing on behalf of the driver who received the Parking Charge Notice.

If you submit an appeal to POPLA about a parking charge issued in Scotland or Northern Ireland, then the Assessor will consider you are the driver and assess your responsibility as driver of the vehicle.

**Appealing on behalf of others**

If you are submitting this appeal on behalf of a third party, please include evidence from the person who you are appealing on behalf of to show that they have nominated you to appeal on their behalf.

**Grounds for appeal**

The grounds under which you can appeal the parking charge notice are shown below.

1. My vehicle was stolen
2. I was not improperly parked
3. The amount requested on the parking charge is not correct
4. I was not the driver or the registered keeper of the vehicle at the time of the alleged improper parking (not valid for Scotland or Northern Ireland appeals)
5. Extreme circumstances prevented me from parking correctly
6. Other

**Postal appeals form** (Please use BLOCK CAPITALS and black ink)

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| --- |
| Title (Mr Miss Mrs etc.) |

|  |  |
| --- | --- |
| First Name | Surname |

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| --- |
| Address  Post code |

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| --- |
| Email |

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| Phone |

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| --- |
| Mobile |

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| --- | --- |
| **Operator name** |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Vehicle registration** |  |  |  |  |  |  |  |

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| **PCN number**  (Parking Charge Notice) |  |  |  |  |  |  |  |  |  |  |  |  |  |

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| **Verification code** |  |  |  |  |  |  |  |  |  |  |  |

**Grounds for appeal and increasing your chances of a successful appeal**

You should find that your grounds for appealing your parking charge fit into one or more of the categories supplied. You will also be given the opportunity to add more information in support of your appeal if required. Simply tick the grounds for appeal that apply to you.

You can increase your chances of a successful appeal by providing clear information and evidence. Be honest - only select genuine grounds for appeal.

If your vehicle was stolen you can only select this option as your grounds for appeal. You can then provide more detail in section 7. See the enclosed fact sheet for further information and an example.

**Frivolous or vexatious appeals**

You must submit an honest appeal and select genuine grounds only. An Assessor may reject your appeal if it appears to be of a frivolous or vexatious nature.

1. **My vehicle was stolen**

If your vehicle was stolen, please tick and continue to section 7.

1. **I was not improperly parked**

The vehicle was not parked where stated on the parking charge notice

You were still within the time you paid for

You did not overstay the free period allowed in the car park

Your car parking ticket was clearly displayed

Your permit was clearly displayed

The terms and conditions of the car park were not properly signed

You were parked in an area in which you were free to park

You complied with the signage at the car park

Other

1. **The amount requested on the parking charge is not correct**

You have already paid the parking charge notice

You are being asked to pay the wrong amount

Other

1. **I was not the driver or the registered keeper of the vehicle at the time of the alleged improper parking (not valid for Scotland or Northern Ireland appeals)**

I bought the vehicle after the alleged improper parking

I sold the vehicle before the alleged improper parking

Other

**Other grounds for appeal**

Appeals based solely on the following grounds for appeal are less likely to be successful.

1. **Extreme circumstances prevented me from parking correctly.**

You must provide evidence of the extreme circumstances leading to the breach

1. **Other**

You will need to provide reasons and evidence as to why you are appealing

1. **Appeal summary** - Please use this space to tell us your reasons for appealing. You may continue on a separate sheet if necessary.

|  |
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**Please ensure you have enclosed copies of all relevant evidence.**

Everything that you send to us will be copied to the Operator and the Operator will send you a copy of everything they send to the Assessor.

Please return your completed form to: POPLA, PO Box 1270, Warrington, WA4 9RL

By submitting this appeal you are agreeing to the following terms.

* I have understood the guidance on how to increase my chances of a successful appeal
* I will submit an honest appeal which accurately describes my understanding of events
* I understand that I may have to submit evidence to support my appeal
* I understand that POPLA can reject my appeal if it considers the reasons for appeal frivolous or vexatious
* I understand that if my appeal relates to Scotland or Northern Ireland, I am declaring myself as the driver and my appeal will be considered as such.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



**Grounds for Appeal**

**And Supporting Evidence**

You may be required to provide evidence to support your case; we recommend that when completing your appeals form, you only select genuine grounds for appeal. Most successful parking appeals are made on the following four grounds:

* The vehicle was not parked where it stated it was on the parking notice.
* You were still within the time you paid for.
* You did not overstay the free parking allowed in the car park.
* You paid the correct amount for parking.
* Your car parking ticket was clearly displayed.
* The terms and conditions of the car park were not properly signed.
* You were parked in an area where you were free to park.
* You complied with the terms and conditions on the signage.

**Supporting evidence may include:**

* Evidence of payment, such as your parking ticket.

**I was not improperly parked**

**2**

* Your vehicle was improperly parked after being stolen.
* This does not include circumstances where the vehicle owner has given another person (e.g. a friend or family member) permission to drive their vehicle.
* The fact that you told the driver they could only use your vehicle if they did not get a parking ticket is not grounds for appeal.

**Supporting evidence may include:**

* A valid Crime Reference Number
* Police reports

**My car was stolen**

**1**

**I was not the driver or registered keeper at the time (not valid for Scotland or Northern Ireland appeals)**

* You have already paid your parking charge.
* You are being asked to pay the wrong amount.

**Supporting evidence may include:**

* Evidence that you have paid your parking charge and date you paid.
* Evidence demonstrating why you believe the parking charge is not correct.

**The amount requested on the parking charge notice is not correct**

**3**

**4**

* You bought the vehicle after the alleged improper parking.
* You sold the vehicle before the alleged improper parking.
* You hire a car, but were not the hirer at the time of the alleged improper parking.
* You were not the driver at the time of the alleged improper parking.
* You provided the drivers details, but the parking company continued to pursue you.

**Supporting evidence may include:**

* A valid Crime Reference Number
* Police reports

**Further Information**

**About us**

Parking on Private Land Appeals (POPLA) is the British Parking Association’s independent appeals service. We have been appointed to consider appeals about parking charge notices issued by members of the British Parking Association. POPLA is independent from parking companies and motorists. Our role is to look at the relevant facts impartially and to decide whether a parking charge notice has been issued correctly.

We can consider appeals relating to all relevant parking charge notices issued in England and Wales. We can consider relevant parking charges issued in Scotland and Northern Ireland where the person appealing is the driver and they have received a parking charge notice.

**How the appeal process works**

**Receive your verification number**

The Operator should have sent you a 10 digit verification code with their rejection notice. You will need this before you can submit an appeal to POPLA. You should contact the Operator if you have not received this.

**Collect your evidence**

You should be prepared to enclose any evidence that you believe supports your case. This might include a crime reference number (if the vehicle was stolen), photographs (if you think the signage was inadequate), your pay and display voucher (if you say it was displayed and had not expired) or any witness statements if applicable.

**Submit your appeal**

Once you have collected all of your evidence and completed the form, you can submit your appeal to POPLA by post. We must receive this within the 28 day period from when the Operator issued its notice of rejection. You are also advised to obtain a certificate of posting at the time you send it.

**Our decision**

The Assessor will examine all of the evidence presented by you and the Operator before issuing their decision. The Assessor will consider the BPA Code of Practice to the degree where it is pertinent to the facts and applies any relevant law.

If the Assessor determines that you are liable for the parking charge, he or she must refuse the appeal. If however, the Assessor determines that you are not liable for the parking charge, he or she must allow the appeal.

**Withdrawing your appeal**

If you wish to withdraw from the process at any time then you are free to do so. The Operator will then be free to resume the collection process for your parking charge if it wishes to. Please complete and return the below form to confirm your withdrawal

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| --- |
| Title (Mr Miss Mrs etc.) |

|  |  |
| --- | --- |
| First Name | Surname |

|  |
| --- |
| Address  Post code |

|  |  |
| --- | --- |
| **Operator name** |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Vehicle registration** |  |  |  |  |  |  |  |

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| **PCN number**  (Parking Charge Notice) |  |  |  |  |  |  |  |  |  |  |  |  |  |

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| **Verification code** |  |  |  |  |  |  |  |  |  |  |  |

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| --- |
| **Please tell us your reasons for withdrawing your appeal** (If you have a POPLA reference number, please include it here) |

Please return your completed form to: POPLA, PO Box 1270, Warrington, WA4 9RL

By signing this declaration you confirm that you are withdrawing your appeal.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_