

PCN Appeals Process

A Parking Charge Notice is deemed to be given to you on the second working day after the Date of Sending.

Contesting a Parking Charge Notice

You can pay or appeal this notice; you cannot do both. Appeals can be submitted via our online appeals page <https://pah.zatappeal.com/> or put in writing to Appeals at Parc-an-Hoy Ltd, Heligan, Pentewan, Cornwall UK PL26 6EN. All appeals must be received within 28 days of this notice.

Please include all information to assist with the appeal. The notice and the amount of the charge will be placed on hold until an appeal outcome is provided - you will be advised in writing (within 28 days). If your appeal is rejected, you will be offered the applicable amount of the charge for a further 14 days. You will also be provided with details of how to further appeal to an independent appeals service, POPLA (Parking on Private Land Appeals) along with a unique reference number. Should you appeal to POPLA, and your appeal is declined, you will not be able to pay at the discounted rate.

If you wish to transfer liability, please submit your details online at <https://pah-liability.zatappeal.com/> or complete the information below. A transfer of liability must be received within 28 days of the date of this notice.

Please note, POPLA will not accept an appeal if you have not appealed to ourselves in the first instance.

Complaints

Please note if you wish to challenge the issue of this notice, you must use the appeals procedure as stated above. If you wish to submit a complaint you must do so in writing using the contact details above. For more information, please email Parc.an.Hoy@gmail.com. All complaints will be acknowledged within 14 days of receipt and a full response provided within 28 days of receipt. You will be provided with details on how to escalate your complaint in the event you are not satisfied with our response.

Data Protection Act 2018

Parc-an-Hoy Ltd will use the data collected, including data obtained from the DVLA, in the process of issuing this penalty charge notice, and any subsequent information provided for the purpose of enforcement of parking offences and parking management administration.

The data will be used by Parc-an-Hoy Ltd, and its data processors, and may be disclosed to law enforcement agencies for those purposes, and when it is considered necessary for the prevention and detection of crime, and when otherwise legally required.