

**The quickest and easiest way to submit your appeal is online. This usually takes 15 minutes.**

Simply visit [www.popla.co.uk](http://www.popla.co.uk) to get started.



### **Grounds for appeal**

The grounds under which you can appeal a parking charge notice are:

1. My vehicle was stolen.
2. I wasn't improperly parked.
3. The amount requested on the parking charge notice isn't correct.
4. I wasn't 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

### **How to appeal to POPLA**

Once you've appealed directly to the Operator about your Parking Charge Notice, they'll give you a 10-digit verification code that enables you to bring your appeal to us. You must use this within 28 days of the date of the Operator's rejection notice.

The quickest and easiest way to submit your appeal is online at [www.popla.co.uk](http://www.popla.co.uk). The benefits to submitting your appeal online include:

- The process begins immediately and takes 15 minutes.
- You can manage and track the status of your appeal online.
- You're able to instantly upload supporting information and view what the Operator submits.
- You'll get a faster decision.
- Reduce your carbon footprint by going paperless.

If you'd prefer to submit your appeal to us by post, please use the enclosed form. The completed form and copies (not originals) of all supporting information (i.e. photographs or documents) need to reach us within 28 days of the Operator issuing their notice of rejection. We recommend getting a certificate of posting when you send your submission. Please be aware that nothing you send us can be returned.

Late appeals can only be considered in exceptional circumstances, at the Assessors discretion. We'll need you to include a clear explanation of why your appeal is late, either on the form or on a separate sheet. We'll also need copies of any supporting information, the Operator's rejection notice, and the envelope it was in (if it was posted).

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

We can now accept appeals relating to Parking Charge Notices issued in Scotland and Northern Ireland, if you're:

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

If you're appealing on behalf of the driver/ registered keeper, please include a letter from them authorising you to act on their behalf.

## **If you require additional help and support**

We're happy to provide additional support to anybody who needs it. Please contact us by phone where you'd find that helpful.

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

|                          |         |
|--------------------------|---------|
| Title (Mr Miss Mrs etc.) |         |
| First Name               | Surname |
| Address                  |         |
| Post code                |         |

If you're happy for us to convert your case into an online case, then please provide us with an email address. This will enable you to track your appeal online, and will improve the speed of communication, and you will not receive any correspondences from us by post.

If you'd prefer to correspond by letter, please do not provide an email address,

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Email  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Phone  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Mobile   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Vehicle registration</b>  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Make</b>  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Model</b>   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Colour</b>  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Verification code:</b><br>This can be found on the rejection letter from the operator e.g.,<br>1772314006 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Operator name</b>   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>PCN number</b><br>(Parking Charge Notice)   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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

The grounds for appealing your parking charge should fit into one or more of the categories detailed below. Please only tick the grounds for appeal that apply.

The Appeal Summary (section 7) is where you can go into more detail, especially where you've selected 'other' below. Providing additional information and evidence such as pictures, can help to support a successful appeal.

If your vehicle was stolen, this is the only grounds for appeal option you should select before providing more detail in section 7. Further information and an example are provided in the enclosed fact sheet.

### Genuine appeals

You must submit an honest appeal and select genuine grounds only. An Assessor may reject any appeal that seems to have been made in bad faith or for improper purposes.

#### 1. My vehicle was stolen

☐

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

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#### 2. I was not improperly parked

The vehicle wasn't parked where stated on the parking charge notice

☐

You were still within the time you paid for

☐

You didn't 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 weren't 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

☐

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#### 3. The amount requested on the parking charge isn't correct

You've already paid the parking charge notice

☐

You're being asked to pay the wrong amount

☐

Other

☐

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#### 4. I wasn't 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.

**5. Extreme circumstances prevented me from parking correctly.** ☐

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

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**6. Other** ☐

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

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

**Please make sure that you've included copies of all relevant information and evidence.**

Everything that you send to us will be shared with the Parking Operator. They will also send you a copy of everything that they send to us, if you don't provide us with an email address. If you provide us with an email address, you will have sight of the operator's case file online.

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

By submitting this appeal, you're agreeing to the following terms:

- I've understood the guidance on how to increase my chances of a successful appeal.
- I'll 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 that seems to have been made in bad faith or for improper purposes.
- Where my appeal relates to parking in Scotland or Northern Ireland, I understand that I'm declaring myself as the driver.

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

## Grounds for Appeal and Supporting Evidence

Providing evidence can help to support your case. When completing the form, please only select genuine grounds for appeal. Most successful parking appeals are made on the following four grounds:

### **1. My car was stolen**

- Your vehicle was improperly parked after being stolen.
- This doesn't 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 didn't get a parking ticket is not grounds for appeal.

**Supporting evidence may include:**

- A valid Crime Reference Number
- Police reports

### **2. I wasn't improperly parked**

- The vehicle wasn't parked where the parking notice said it was.
- You were still within the time you paid for.
- You didn't 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 weren't properly signed.
- You were parked in an area where you were free to park.
- You complied with the terms and conditions on the signage.

### **3. The amount requested on the parking charge notice is incorrect**

- You've already paid your parking charge.
- You're being asked to pay the wrong amount.

**Supporting evidence may include:**

- Evidence that you've paid your parking charge and the date you paid.
- Evidence to demonstrate why you believe the parking charge is incorrect.

### **4. I was not the driver or registered keeper at the time (not valid for Scotland or Northern**

- You bought the vehicle after the alleged improper parking.
- You sold the vehicle before the alleged improper parking.
- You hired a car but weren't the hirer at the time of the alleged improper parking.
- You weren't the driver at the time of the alleged improper parking.
- You provided the drivers details, but the parking operator continued to pursue you.

**Supporting evidence may include:**

- A copy of the V5C for the vehicle
- A copy of your hire agreement
- A copy of your communication with the parking operator informing them of the driver's details



## Further Information

### About us

POPLA (Parking on Private Land Appeals) is the UK's largest private parking appeals scheme, handling appeals about parking operators that belong to the British Parking Association (BPA). Since 2015, POPLA has been operated by independent, not-for-profit dispute resolution business, Flexible Resolution Services.

Our role is to review the information and evidence provided, to make an impartial decision on whether a parking charge notice has been issued correctly.

We consider appeals against relevant parking charge notices issued in England and Wales. We're also able to consider relevant parking charges issued in Scotland and Northern Ireland where the person appealing has received a parking charge notice and is the driver.

### How the appeal process works

#### Receive your verification number.

When a Parking Operator rejects a motorist's appeal, they should send a 10-digit verification code with their rejection notice, enabling the motorist to use the POPLA service. If it's not been provided, you should request this from the Operator.

#### Prepare to share your evidence.

Providing additional information and copies of evidence can help to support a successful appeal. 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've completed the form and copied any supporting evidence, you can submit your appeal by post. We must receive this within 28 days of the Operator issuing their rejection notice. Please get a certificate of posting when you send it.

### Our decision

The Assessor will consider all of the information and evidence provided by both parties alongside the BPA Code of Practice to determine whether your appeal should be allowed or refused.

If the Assessor determines that you're liable for the parking charge, they'll refuse your appeal. Conversely, if they determine that you're not liable for it, they'll allow your appeal.



## Withdrawing your appeal

You're free to withdraw from the process at any time. The Operator can then resume the parking charge collection process. If you'd like to withdraw, please complete and return the form below.

|  |         |
|--|---------|
| Title (Mr Miss Mrs etc.)   |         |
| First Name   | Surname |
| Address  |         |
| Post code  |         |
| Operator name  |         |
| Vehicle registration   |         |
| PCN number<br>(Parking Charge Notice)  |         |
| Verification code  |         |
| 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: \_\_\_\_\_