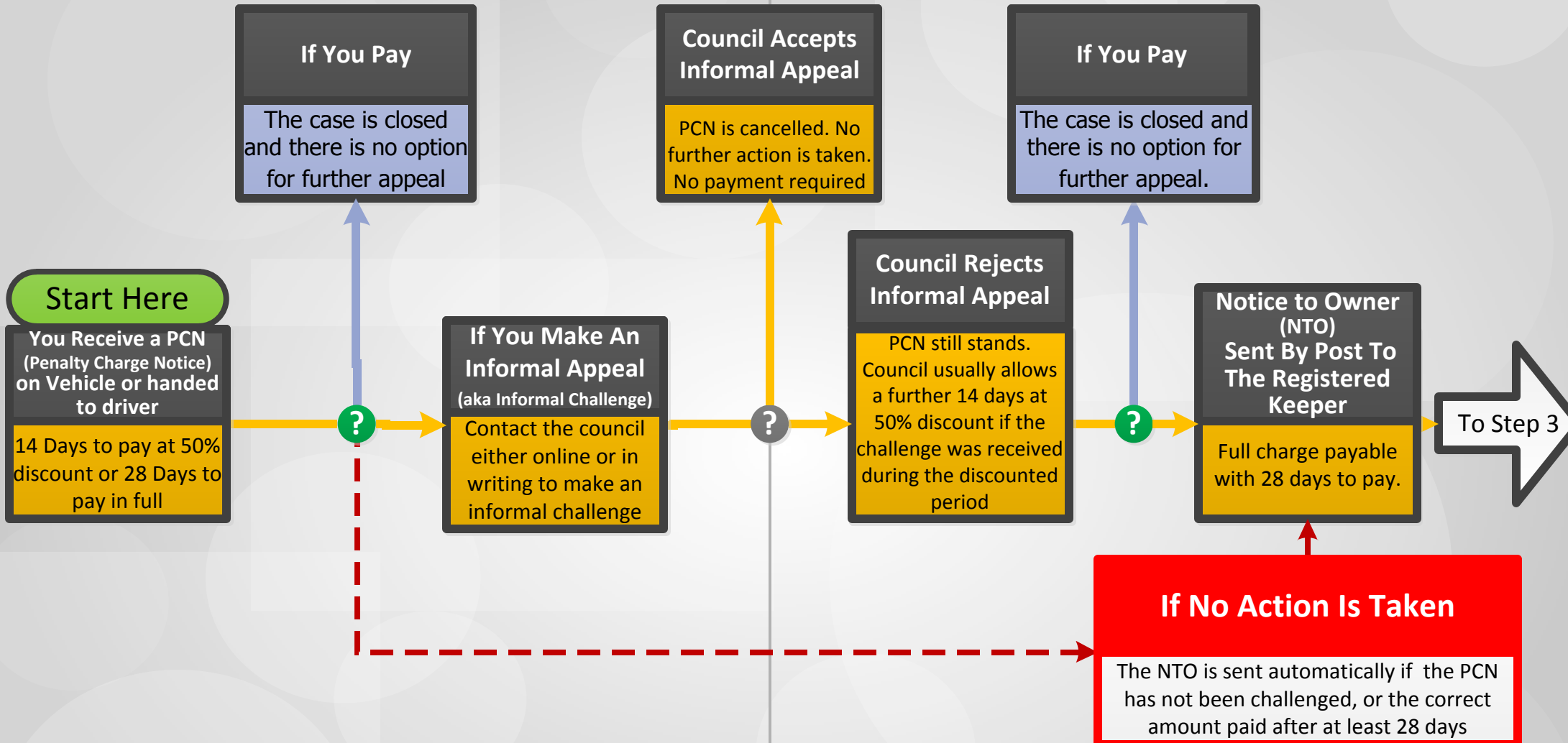


Step 1

Step 2



If your PCN / Bus lane PCN arrived by post



Key

- Interaction between you and the Council
- PCN is paid
- PCN is ignored

- A decision to be made by you
- A decision to be made by the Council

Step 3

Step 4

Parking PCN sent by Post
14 Days to pay at 50% discount or 28 Days to pay in full

Note: For parking PCNs issued as the vehicle was observed using CCTV there is 21 days to pay at 50% discount or 28 days to pay in full

If You Pay
The case is closed and there is no option for further appeal

Council Accepts Formal Appeal
PCN is cancelled. No further action is taken. No payment required

If you make A Formal appeal (Formal Representations)
Write to the Council to make Formal Representations online or by post

Council Rejects Formal Appeal
PCN still stands. Informed of right to appeal to an independent adjudicator and further 28 days to pay. If the formal representation was received within the original discount period for a PCN sent by post, a further 14 days to pay at 50% discount will be offered

To Step 5

Bus Lane PCN sent by Post
14 Days to pay at 50% discount or 28 Days to pay in full

If No Action Is Taken
The full penalty increases by 50% if no payment of the amount due / appeal has been received after 28 days. A Charge Certificate is issued

Debt Registered With Court
If Charge Certificate is unpaid after a further 14 days the Council will pursue debt through the Traffic Enforcement Centre (TEC) Court

Key

- Yellow arrow: Interaction between you and the Council
- Blue arrow: PCN is paid
- Red dashed arrow: PCN is ignored
- Green circle with question mark: A decision to be made by you
- Grey circle with question mark: A decision to be made by the Council

Step 5

Step 6

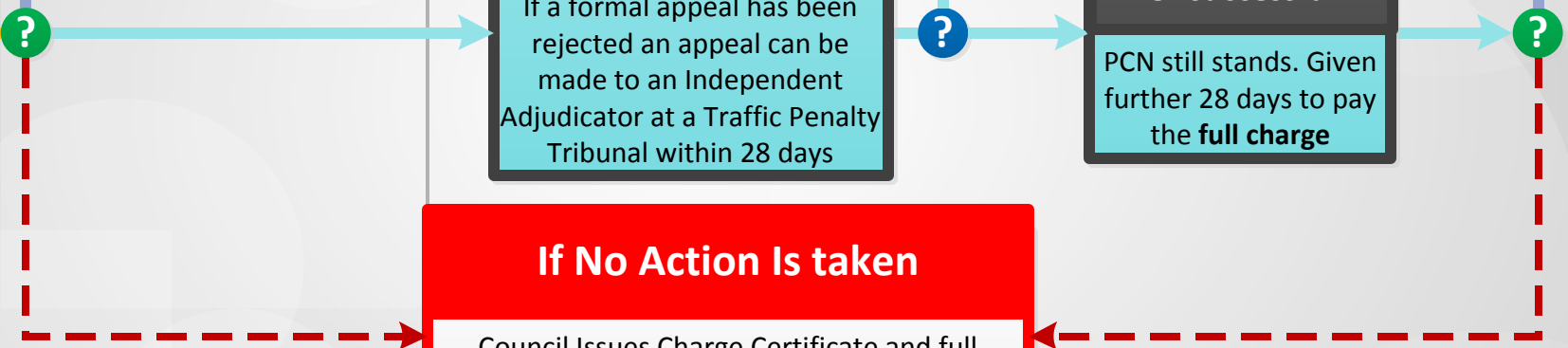
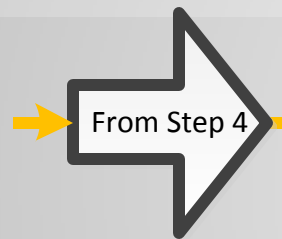
If You Pay
 The case is closed and there is no option for further appeal

TPT Appeal Successful
 PCN is cancelled. No further action is taken. No payment required

If You Pay
 The case is closed

If You Appeal To Traffic Penalty Tribunal (TPT)
 If a formal appeal has been rejected an appeal can be made to an Independent Adjudicator at a Traffic Penalty Tribunal within 28 days

TPT Appeal Unsuccessful
 PCN still stands. Given further 28 days to pay the **full charge**



If No Action Is taken
 Council Issues Charge Certificate and full penalty increases by 50% if no payment of the amount due has been made within 28 days

Debt Registered with Court
 If Charge Certificate is unpaid after a further 14 days the council will pursue debt through the Traffic Enforcement Centre (TEC) Court

Key

- Interaction between you and the Council
- If you pay the fine
- Correspondence is ignored

Key

- A decision to be made by you
- A decision to be made by the TPT
- Interaction between you and the Independent Adjudicator

Retrieving Your Car And Making An Appeal

If You Do Not Pay

If you do not reclaim the vehicle a letter will be sent to the registered keeper of the vehicle advising that the vehicle will be disposed of after 21 days. You are still liable for any charges outstanding

Start Here

If You Pay

You have to pay the PCN and vehicle removal charge in order to retrieve your vehicle. You will also have to pay storage charges (if the vehicle is not collected before midnight the day after it was removed)

If You Make A Formal Appeal

You must formally challenge the PCN in writing within 28 days of the vehicle being released

Council Accepts Formal Appeal

PCN is cancelled. Any monies paid are refunded. No further action is taken.

TPT Appeal Successful

PCN is cancelled. Any monies paid are refunded. No further action is taken.

Council Rejects Formal Appeal

Council sends a Notice of Rejection (NOR) in writing along with a Notice Of Appeal (NOA) Form

If You Appeal to TPT

You must complete your Notice Of Appeal form and send it to the TPT within 28 days of receiving your NOR from the Council

TPT Appeal Unsuccessful

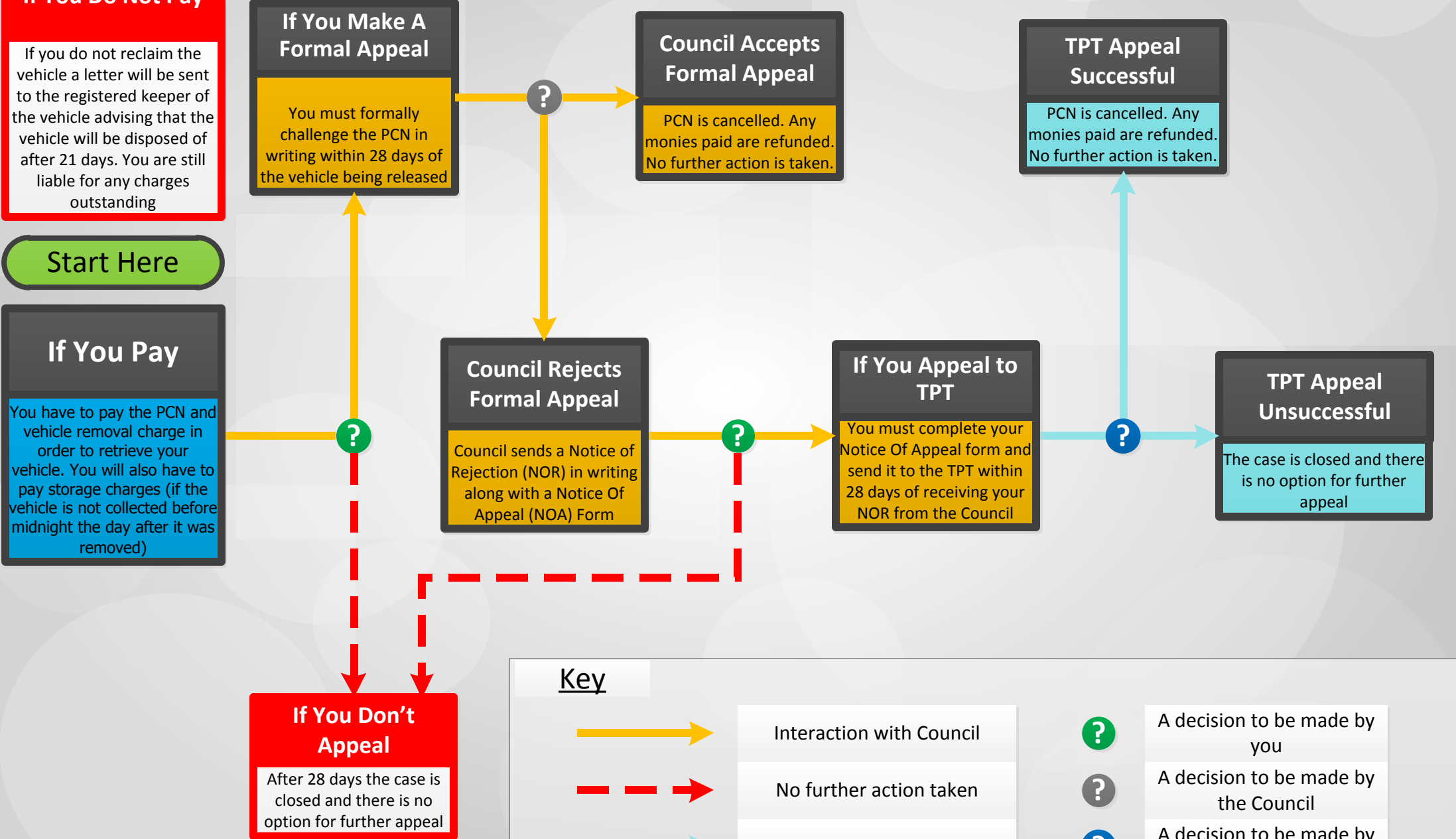
The case is closed and there is no option for further appeal

If You Don't Appeal

After 28 days the case is closed and there is no option for further appeal

Key

- Interaction with Council
- No further action taken
- Interaction with TPT
- A decision to be made by you
- A decision to be made by the Council
- A decision to be made by TPT



Glossary

PCN

Stands for Penalty Charge Notice. A PCN may be issued for parking contraventions and moving car violations, like driving in a bus lane

Informal Appeal (Informal Challenge)

An informal challenge is your chance to appeal against your PCN before you have received your NTO. This can be done online or in writing

Discounted Charge

The Discounted Charge is applicable for 14 days (or 21 days if the parking PCN has been issued via CCTV) after receiving your PCN either in person, on the vehicle or by post. After this time the full charge is applicable.

Formal Appeal (Formal Representations)

Formal Representations is your chance to formally appeal against your PCN. You can only make formal representations once you have received a NTO or postal PCN

NTO

Stands for Notice To Owner. This is issued by the Council either if a parking fine issued on street has not been paid in full after 28 days, or we haven't received an Informal Challenge that has resulted in the PCN being cancelled. This is sent to the registered keeper/hirer (who by law is responsible for payment)

TPT Appeal

The Traffic Penalty Tribunal (TPT) Appeal is your final chance to appeal your PCN. You can only appeal to TPT if you have had a Formal Appeal rejected by the Council. The appeal is heard by an independent adjudicator. The motorist can choose to have the appeal held in person, by post or by phone