## The Parking Penalty Enforcement Process

Step 2 Step 3 Step 4 Step 5 Step 6 Council Accepts Owners Informal Challenge Council Accepts Owners Appeal Allowed (successful) 14 days to payat 50% discount Traffic Penalty England and The recipient of NTO has 28 days Adjudicator decides in favour of appellant. Appellant has no liability Council will usually allow a further Formal Representations The owner has 28 days to pay No further action is taken. Recipient of NTO has nothing Tribunal Wales or 28 days to pay in full. Penalty charge is cancelled. No further 14 days to pay at 50% Discount. to pay full penalty charge. penalty charge. to pay. A refund of any sums paid is directed. action is taken. Recipient of PCN has nothing to pay; any money paid refunded. to pay; any money paid refunded. The owner has 28 days to pay penalty charge. PCN Fixed to Windscreen Informal Challenge Council Rejects Informal NTO Sent by Post or Handed to Driver Before aformal challenge is made Challenge Full penalty chargestands with you may make an informal Penalty charge stands. Council will usually allow a further 14 days to 14 days to pay at 50% discount 28 days more to pay. Recipient challenge by contacting the council or 28 days to pay in full. Can be may make formal representations. pay 50% discount. challenged (see reverse of PCN). which issued your ticket. MAG Representations Council Rejects Formal **Appeal Dismissed** Appeal Recipient of NTO sends written Representations Appeal to the independent adjudicator (unsuccessful) at the Traffic Penalty Tribunal within representations. Penalty chargestands with 28 days more to pay. Recipient of NTO is informed of their right to appeal to the independent adjudicator. 28 days. Hearing arranged: In person, byphone or bypost. Please note, you cannot appeal to No Action Taken In 28 Days the adjudicator until your formal representations have been rejected by the council. **Key of Symbols** PCN Sent by Post 14 days to pay at 50% discount or 28 days to pay in full. Can be challenged (see your PCN). Steps 1-4 Ignore
If there is no payment received If there is no payment received or appeal If there is no payment received or Action taken by council representations made within 28 madewithin 28 days, the council within 28 days, the council will Correspondence with council days, the council will issue a will issue a Charge Certificate. The penalty issue a Charge Certificate. Charge Certificate, The penalty will will increase by 50%. The penalty will increase by 50%. Steps 5 and 6 increase by 50%. Action required to be undertaken by Correspondence with Traffic Penalty Tribunal reaistered vehicle owner Glossary of Terms Bus Lane PCN Sent by Post No action taken by registered 14 days to pay at 50% discount vehicle owner or 28 days to pay in full. County Court Penalty Charge Notice Can be challenged (see your PCN). County Court County Court If the Charge Certificate is not paid within If the Charge Certificate is not paid within If the Charge Certificate is not paid within No action taken by registered vehicle NTO 14 days the council will pursue the debt 14 days the council will pursue the debt 14 days the council will pursue the debt Notice to Owner owner when action is required through the county court. through the county court. through the county court.