The Parking Penalty Enforcement Process

Step 6 Step 2 Step 3 Step 4 Step 5 Council Accepts Owners Informal Challenge Council Accepts Owners **Appeal Allowed** (successful) Adjudicator decides in favour of **Traffic Penalty** England and 14 days to pay at 50% discount The recipient of NTO has 28 days Council will usually allow a further Formal Representations The owner has 28 days to pay Penalty charge is cancelled. No further Tribunal Wales or 28 days to pay in full. 14 days to pay at 50% Discount. to pay full penalty charge. No further action is taken. appellant. Appellant has no liability penalty charge. action is taken. Recipient of PCN Recipient of NTO has nothing to pay. A refund of any sums paid has nothing to pay; any money paid refunded. to pay; any money paid refunded. is directed. Pay
The owner has 28 days to pay penalty charge. PCN Fixed to Windscreen or Handed to Driver Informal Challenge Before a formal challenge is made you may make an informal Council Rejects Informal **NTO Sent by Post** Challenge Penalty charge stands. Council will Full penalty charge stands with 14 days to pay at 50% discount 28 days more to pay. Recipient usually allow a further 14 days to pay 50% discount. or 28 days to pay in full. Can be challenged (see reverse of PCN). challenge by contacting the council may make formal representations. which issued your ticket. Representations Recipient of NTO sends written Appeal
Appeal to the independent adjudicator at the Traffic Penalty Tribunal within Council Rejects Formal Appeal Dismissed Representations (unsuccessful) Penalty charge stands with 28 days representations. more to pay. Recipient of NTO is 28 days. Hearing arranged: In person, informed of their right to appeal to the independent adjudicator. by phone or by post. 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 I Ignore
If there is no payment received or appeal made within 28 days, the council Ignore
If there is no payment received within 28 days, the council will Ignore
If there is no payment received or representations made within 28 Action taken by council Correspondence with council will issue a Charge Certificate. The penalty will increase by 50%. days, the council will issue a issue a Charge Certificate. The penalty will increase by 50%. Charge Certificate. The penalty will increase by 50%. Steps 5 and 6 Action required to be undertaken by Correspondence with Traffic Penalty Tribunal registered 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
If the Charge Certificate is not paid within County Court

If the Charge Certificate is not paid within Penalty Charge Notice County Court Can be challenged (see your PCN). 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.