Online Appeals User Guide







BEFORE YOU APPEAL

Please read carefully before you appeal

Should I appeal?

If you believe the parking charge was issued in error or you have mitigating circumstances, you should appeal to the operator. If you are not satisfied with the operator's decision, you can then appeal to the IAS.

While the IAS is unable to give legal advice, you may visit <u>www.247Advice.co.uk</u> for guidance on the appeals process, or use their chatbot, which will tell you the likelyhood of a successful appeal.

What type of appeals will the IAS consider?

The IAS will consider the lawfulness of the charge; and will consider the single Code of Practice. This is always based on the evidence provided, to the standard of proof of the balance of probabilities. Providing evidence is the most important part of an appeal.

What types of appeals will the IAS not consider?

- The IAS will not review or adjudicate any case unless an appeal has first been submitted to, and considered by, the relevant parking operator.
- Where another ADR entity or a court has already begun to deal with the matter.
- Where the appeal is considered to be vexatious.
- Where dealing with such a type of dispute would seriously impair the effective operation of the IAS.
- Where the parking charge was imposed more than 12 months ago.
- If you wish to complain or report a breach of the Code of Practice by an operator, please contact the IPC (<u>link</u>).

Important note: Mitigating Circumstances. The IAS will not make decisions based on mitigating circumstances. The IAS makes their decision based on the lawfulness of the parking charge.

Appealing to the IAS

If you wish to appeal to the IAS you must first decide if you wish to file a standard, or non-standard appeal. You cannot do both.



Standard Appeals

Time Frame: For a standard appeal, you can appeal to the IAS up to 28 days after the appeal was rejected by the operator. You can only create a standard or non-standard appeal.

Discount Rate: If you appeal to the IAS, you lose your ability to pay at a reduced rate should you lose your appeal.

Cost: It is free for a motorist to create a standard appeal to the IAS.

Outcome: The outcome for a standard appeal is only binding on the operator, not the motorist.

Mitigating Circumstances: The IAS will not make decisions based on mitigating circumstances. The IAS makes their decision based on the lawfulness of a parking charge.

Eligibility:

- Once a parking charge has been paid, it cannot be appealed to the IAS.
- The IAS cannot accept an appeal until it has first been considered and rejected by the operator who issued the charge.

Standard Appeal



Read "Before you appeal" on the IAS Website



Submit appeal and await operators' response



2 On the "Appeal" page, number & VRN



Operator will respond within 5 working days with prima facie, or concede case



3 Confirm who is Enter parking charge appealing, and who is being held liable



Motorist then has 5 working days to respond or send to adjudication



4 Enter the motorist details



Repeat steps 6 and 7 repeat until satisfied



Enter appeal & upload evidence



Adjudication: up to 28 working days





Non-Standard Appeals

Time Frame: If you miss the standard appeal window, you can make a request to the operator for a non-standard appeal. This can be done up to 12 months from when the parking charge was issued.

Discount rate: If you lose your appeal to the IAS, you are no longer eligible for the discounted rate.

Cost: To start a non-standard appeal you will have to pay a £15 non refundable fee

Outcome: Decisions from a non-standard appeal are binding for both the motorist and the operator.

Eligibility:

- Once a parking charge has been paid, it cannot be appealed to the IAS.
- Unlike a standard appeal, a non-standard appeal must be agreed to by the operator.

Non-Standard Appeal





Contact the operator Pay the £15 (nonand ask for a nonrefundable, irrelevant standard Appeal of the appeal decision)



3 Read "Before you appeal" on the IAS Website



Submit appeal and await operator's response



On the "Appeal" page,

number & Vehicle **Registration Number**

Operator will respond

within 5 working days

with prima facie, or

concede case



5 Confirm who is Enter parking charge appealing, and who is being held liable



Motorist then has 5 working days to respond or send to adjudication

Enter the motorist details



Repeat steps 9 and 10 Adjudication: up to 28 repeat until satisfied



Enter appeal & upload evidence



working days





Plan your appeal

A good appeal provides as much detail and evidence as possible. One of the most important elements of an appeal is to back up your explanation with evidence, such as photographs, receipts and official documents where possible. Please ensure you include details like how you paid, what type of permit you have, or a blue badge number.

Gather Evidence

Before you appeal to an operator or the IAS, you should gather any evidence you would like to include with your appeal. Once a decision is made, it cannot be altered . Examples of evidence include: Photos of signage, payment machines, floor markings and payment receipts.

Get your numbers ready

Please ensure you have your parking charge number and vehicle registration number ready before you appeal.

Get the User Guide ready

Open the user guide on a separate tab/screen so you can refer to it throughout the process.

Technology issues

If you have a issue with our system or need help using our appeals system please log an enquiry on the portal and a member of our team will be in touch to provide you with further help and information regarding your IAS appeal. Please note that if the system doesn't recognise a parking charge number, you should contact the operator.



APPEAL CONDITIONS

The IAS will not consider appeals in the following circumstances:

- Where you have not attempted to resolve the dispute directly with the Operator.
- Where another ADR entity or a court has already begun to deal with the matter.
- Where the appeal is considered to be vexatious.
- Where dealing with such a type of dispute would seriously impair the effective operation of the IAS.
- Where the parking charge was imposed more than 12 months ago.

You can appeal using the IAS if you apply to the following conditions;

- You are the person or the representative that has been given the parking charge.
- You've made an appeal to the operator in accordance with their internal procedures.
- You have to be able to lodge an appeal with the IAS within 12 months of the parking charge being issued.
- You have lodged an appeal with the IAS within 28 days of your appeal to the operator being rejected.

If you meet the required conditions then you are able to launch an appeal using the **IAS.**



STARTING YOUR APPEAL

To start your appeal with the IAS. You will need your parking charge number and vehicle registration number.

When you have these details you will need to navigate to the Appeal page. You do this by clicking on <u>Appeal</u> within the links bar at the top of your page.

User Culde Physics Policy			Welcome, Cuest Login
	HOME ADDITUS APPEAL ADDITUS	EW ADR RULES CAN LAPPEAL? ONLINE APPEALS USER	CUIDE FAQS CONTACT US LEAD ADJUDICATOR
Vetcome to the Independent Appeals Service Appeals service for parting charges			
The Independent Appeals Service provides the ability for people who have received a Parking Charge against it. The IAS is a certified Alternative Dispute Resolution entity, You may use this service if you have been advised by a parking operator that the you consider that you brieflow and be able to use the service but are unable to phase contact the operator that submit the charge to you who wi	e Notice to appeal y will engage with it, if il be able to advise you.	Appeal your parking ch	arge.
Please also refer to the Can I Appeal flow chart.			
The 2022/2023 IAS Annual Activity Report is available here.		Can I Appeal???	
		CLSI Chartered Trading Standards Institute ADR Competent Authorit	The Independent Appends Service is approval by Government under the Advanture Dispate Recolutions for Construct Dispates (Competer Authorities and Information) Registricus 2015 V

You will then be prompted to enter your parking charge number and vehicle registration number. Click the "Start Appeal" button.

User Culde Privacy Policy	Welcome, Cuest Login
IAS HOME ABOUT US APPEAL ADR OVERVIEW	ADR RULES CAN I APPEAL? ONLINE APPEALS USERCUIDE FAQS CONTACT US LEAD ADJUDICATOR
Appeal	🔄 Print Page
Still have questions before appealing? We recommend that you read the FAQs page to make the appeal process clearer. Parking Charge No.: testias0524 Vehicle Reg No.: testias0524 Vehicle Reg No.: testias0524 Description testias0524 Vehicle Reg No.: testias0524 Description testias0524 Vehicle Reg No.: testias0524 Description testias0524 Description<	Please Note The IAS is a certified Alternative Dispute Resolution entity. You may use this service if you have been advised by a parking operator that they will engage with it. If you consider that you should be able to use the service but are unable to; please contact the operator that issued the charge to you who will be able to advise you. Please also refer to the Can I Appeal flow chart.
	CLSS Chartered Trading Standards Institute ADR Competent Authority



If your details have been successfully found in our system, you'll get a dialogue box as shown in the image below.

If your details are not found, the dialogue box will state that:

Your details can not be found

The timeframe for appealing the parking charge has expired.

If you encounter this, please contact the operator.

n arges a e to reci edited C o <u>m a Sta</u>	If the details you have entered are correct, your appeal will be started. Please be aware that continuing past this point will disable you from entering a postal appeal and your appeal MUST be continued through the online service.	so refe
al, then <u>y</u>		
will still		

Once your parking charge has been found, you will be prompted to register your details or log in. This section provides information on whom to contact regarding your appeal.

You must verify your email address in order to proceed.

Click 'Next' to begin the registration process. If you already have an account, you can skip the next article and continue to '<u>Entering Motorist Details</u>'.

If you don't have an IAS account, one will be created for you after you enter your parking charge details. When the pop-up appears (as shown below), click "Next" to provide your personal information and complete the account setup.

mend that you	Your PCN has been successfully found	
sat4	Click 'Next' to complete your details or if you've used the Independent Appeals Service	
sat4	NEXT > LOGIN >	will engage be able to u
		please con charge to y



After clicking "Next" on the pop-up, you'll be taken to a page where you can enter your details (see below). **Please ensure all information is accurate and complete** to avoid having to re-enter any missing or incorrect details. Please note, if you skip a box, it will take you back to re-entry.

User Guide Privacy Policy		Welcome, Cuest Login
IAS	HOME ABOUT US APPEAL ADR OVERVIEW ADR RULES CAN LAPPEALS ONLINE APPEALS	USERGUIDE FAQS CONTACT US LEAD ADJUDICATOR
Appeal		
Your Details		Have you used The Independent Appeals Service
Please complete your details below so that we kno	w who to contact regarding your appeal.	website before?
If you're appealing this PCN on behalf of another p account you will be logging in with.	erson, you will be required to enter their details later. At this point, please use YOUR details as they refer to the	Login to use your previous details.
		LOGIN
Title		
First Name:		
Last Name:		
Date of Birth:	DD/MM/YYYY Format only.	
Contact information		
Email-		
Telephone:		
Mobile Phone:		
Address Line 1:		
Address Line 2		
Town 7 Citys		e
County:		Printer Part

Once you've entered all your details and created a password that meets the IAS strength requirements, a green bar will appear beneath the password field, indicating your password is strong enough to proceed. If the green bar is not present, please update before proceeding.

Before clicking "Next," you must tick the boxes confirming "I am human" and that you've read and understood our notices. Once these are checked, you can continue by selecting "Next."

Email:	test@testemail.com	
	Losteriotoritanoon	_
Telephone:	00000 000000	
Mobile Phone:	00000 000000	
Address Line 1:	19 test address road	
Address Line 2:		
Town / City:	London	
County:		
Postcode:	NW6 6EN	
System Credentials Please note that your password must meet the stren	ogh I requirements. A green bar below the password field will appear once the password is strong enough to sub	mit.
Create Password:		0
Confirm Password:		0
\subset		
	I am human Capitola Biorg- Terms	
We take your privacy seriously and will only u requested from us. Please refer to our policy	Lam human Heaptha Phang- Imme Phang- Imme	/ou have
We take your privacy seriously and will only requested from us. Please refer to our policy Please confirm ou have read and underst	use your personal information to administer your account and to provide the products and services y to see a full list of notices.	rou have
We take your privacy seriously and will only trequested from us. Please refer to our policy Please confirm ou have read and underste	Use your personal information to administer your account and to provide the products and services y to see a full list of notices.	rou have



After clicking "Next," a pop-up will appear confirming that a verification email has been sent to your inbox. Once you've verified your email, click "Ok, I have verified my email." If you don't see the email, please check your spam or junk folder.You must verify your email address to continue to the next step.



After receiving the verification email, confirm your email address. After clicking the link, you'll be redirected to enter your parking charge details again. See an example of the email below.

Dear john,
Thank you for registering with The Independent Appeals Service. Before you may progress further, we ask that you verify your email address.
Please click on the following link to verify your email: https://www.theias.org/verifyEmaild8eeb6b113a225c8fef15e4d540109ablappeal(1908094.
Once you have verified your email address, you will need to log in and continue your appeal if you do not, your appeal will not be registered.
You will also receive emails from the IAS at various stages throughout your appeal notifying you of the need to take action. You should check regularly and ensure these emails do not end up in junkispam folders.
You should also log in regularly to check the status of your appeal to ensure that you do not miss any deadlines which would have an adverse effect on your appeal.
If you did not register to use our service, please disregard this e-mail.
Yours sincerely The Independent Appeals Service
Independent Appeals Service The IPC, PO Box 682, Macclesfield, SK10 9NR
w: www.thelas.org
The Independent Appeals Service is approved by Government under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015
The content of this small transmission and any documents attandes to 8 are confidential and are intended for the named incipient on yand may contain information that is subject to legal privilege. If you have neoved these small in error or are not the named neighbor of the content of the named neighbor may make the context of the content of the named neighbor may and may contain information that is subject to legal privilege. If you have neoved these storing of therm detailizing the contents of the names insistent any any means. Disclosure of the content of the name and respective of the content of the name and respective of the content of the name and the name in error you are previsely diverged. If you have neoved this e mail transmission is any and may contain information that is subject to the content of the name and respective of the content of the name and neighbor the name and neighbor the content of the name and neighbor the content of the name and neighbor the content of the name and neighbor the name
The Independent Appeals Service is a trading style of United Trade and Industry Ltd, Registered in England and Wales (08248531), 41 Greek Street, Stockport, Cheshire, England, SK3 8AX

After entering your parking charge details, you'll see two pop-ups: one confirming that your appeal will begin if the information is correct, and another confirming that the PCN has been successfully located in our system.

Once you click "Continue," you can proceed by following the section in this guide titled '<u>Entering Motorist Details</u>'.



(VRN) onto the landing page of appeals

9



ENTERING MOTORIST

DETAILS

Next, you will be asked to fill in the information for the parking charge you wish to appeal..

Appeals Enquiries User Cuide Privacy Policy				2						Logged in as Chris
)		HOME	ABOUT US	APPEAL	ADR OVERVIEW	ADR RULES	CAN I APPEAL?	ONLINE APPEALS USERGUIDE	FAQS CONTACT U	S LEAD ADJUDH
Standard Appeal										Print Pag
 Enter Motorist Details 								Appeal Options		
You have until 30/05/2024 23:59 to :	submit your appeal.					[I	Nominate Representative	,	~
Who are you representing / appealin Choose:	ng the Notice of Unpaid Tariff on behalf of? Myself						c	Currently appealing testias	0524	
Are you being held liable for the cha	irge?						i t	ssued by CN Parking to vehicle registration ZZ99	əzzz	
Choose	Please Select				-		0	Originally rejected by oper-	ator on 02/05/202	14
Were you the driver at the relevant to Choose:	ime? Please Select				~					
Were you the keeper at the relevant	time?									
Choose	Please Select				*					
				NEXT 🔸	1					
							C	Chartered Trading	The Independent Appeals So the Alternative Densate Res	ervice is approval by Georem
								Standards Institute ADR Competent Auth	(Competent Authorities and ority	information) Regulations 20

If you're appealing on behalf of someone else, this is where you'll enter their information.

Enter Motorist Details		
You have until 30/05/2024 23:59 to sub	mit your appeal.	
Who are you representing / appealing i	the Notice of Unnaid Tariff on behalf of?	
Choose:	Another Person V	
Please enter the details of the motorist	/ person you are representing below.	
First Name:	, , , , ,	
Last Name:		
Date of Birth:	DD/MM/YYYY Format only.	
Email:		
Telephone:		
Mobile Phone:		
Address Line 1:		
Address Line 2:		
Town / City :		
County :		
Postcode :		
Is the appellant being held liable for the	e charge?	
Choose:	Please Select	
Was the appellant the driver at the rele	vant time?	
Choose:	Please Select v	
Was the appellant the keeper at the rel	evant time?	
Choose:	Please Select	
	NEXT +	



Once you've chosen the appropriate options from the text boxes, click 'Next'. You'll be asked to confirm the information you've entered before going onto the next step. Please read the text that will appear carefully before clicking 'Next'.

Standard Appeal				🔄 Print I
Confirm Motorist Details			Appeal Options	
Please confirm the motorist details below. If they are correct you may click 'NEXT' to continu until 30/05/2024 23:59 to submit your appeal.	to enter your appeal using the ADR	You have	Nominate Representative SUBMIT	v
You have told us that you were the driver and the registered keeper at the time the parking c	harge was issued.			
You have told us that you are being held liable for the parking charge.			Currently appealing testias0524	
What happens when I have submitted my Appeal?			Issued by CN Parking	
Once you have submitted your appeal, the case will be sent to the parking operator so that the	ney can provide their account.		Oversche registration 2299222	24
The Parking Operator is provided 5 working days to upload sufficient evidence to show that y	ou are liable for the charge.		Originally rejected by operator on 02/05/20.	24
Once they have submitted their evidence you will be able to log in and see it. You will then he	ive TWO options:			
 SUBMIT YOUR RESPONSE - You can respond to the evidence by making any representation lawfulness of the charge any by uploading any photographs or other evidence that you may I have the ability to add to or amend your submission. 	s that you consider to be relevant as save. Once you submit your appeal yo	to the ou will not		
- OR -				
2) REFER THE CASE STRAIGHT TO ARBITRATION - If you consider that the information provid the face of it, responsible for the parking charge, then you may choose this option. WARNING provided by the operator and NOTHING MORE. You will not have the opportunity of making r on the balance of probabilities, whether you are liable for the parking charge.	ed is not capable of showing that you , the Adjudicator will assess ONLY th epresentations and the Adjudicator v	are, on e evidence vill decide,		
You will then be notified by email when you are able to proceed further.				
	MARKED AND ADDRESS			















2 3 Enter parking charge Confirm who is number & Vehicle appealing, and who is Registration Number being held liable (VRN) onto the landing page of appeals

4 Enter the motorist details

5 Enter appeal & upload evidence

Submit appeal and await operators' response

Operator will respond within 5 working days with prima facie, or concede case

Motorist then has 5 working days to respond or send to adjudication

Repeat steps 7 and 8 Adjudication: up to 28 repeat until satisfied working days

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ENTERING YOUR APPEAL

Next we'll ask you to fill in information regarding the parking charge. Please type your appeal into the field.

	HOME	ABOUT US	APPEAL	ADR OVERVIEW	ADR RULES	CAN I APPEAL?	ONLINE APPEALS USERGUIS	E FAQS	CONTACT US LEAD ADJUDICA
Standard Appeal									📄 Print Page
 Motorist Details 						Appeal C	Options		
^ Appeal						SUBMIT	ate Representative		
Please complete the basis of your appeal below. You are recommended to upload any evidence you m may do this by using the 'Add File' button to the right and uploading files from your computer. You have until 30/05/2024 23.59 to submit your appeal.	usy have to sup	PEAL >	opeal. You			Currently Issued by to volve Higher Uplead C These ca Docume	y appealed testias0524 y CN Pathone rejected by operator of Cocuments In assist as evidence in Ints, JPG Images and PP	rour appea IG Images a Id File	024 I. PDFs, Word are allowed.
						ctsi	Chartered Trading Standards Institute ADR Competent Author	The Independ the Alternative (Competent A	est Appeals Sarvice in approved by Governments Object: Royales for Comment Deputes advorates and Information Regulatione 2015

In this section, you also have the ability to upload evidence to support your appeal. This can be in the form of documents and photographs.

Please note that you are not able to copy and paste into the text box but you are able to upload documents.Click 'Add File' to browse your computer for the files you wish to upload. You may upload more than one file.

It is recommended to check each file after uploading. The uploaded files will appear in blue under the 'Add File' button. Please check the files to ensure they have been uploaded correctly. It is your responsibility to check this as we can't intervene in appeals where a mistake has been made.

Once you've completed all of the information and evidence you may click 'Submit Appeal'.



page of appeals

(VRN) onto the landing

concede case



Once you have clicked 'Submit Appeal' You'll be shown a dialogue box asking you to confirm each section of text on the screen. You won't be able to continue unless you do this. This text makes up part of our terms and conditions for appealing. If you need to amend, click "Go Back/Edit Appeal".

	Please read each of the following points carefully and tick the box only where you agree to the statement.	om Biv
:on plo	□ I confirm that I agree to submit to Arbitration under the Standard Appeals Procedure as define in the IAS Arbitration (ADR) General Rules and Procedures and The IAS Private Parking Charge Appeals Rules and Procedure (also available on the IAS website (www.theIAS.org)). I have read an understood the Rules and agree to them.	ed en
	 Where I have appointed, or if I later appoint, a representative to deal with matters on my beha I accept liability for any representations or misrepresentations made on my behalf. 	lf, ed
avi	□ The information contained in this appeal form, and any attached evidence, is true to the best of my knowledge and belief and I provide the information knowing that if it is tendered into evidence, I shall be liable to prosecution if I have wilfully stated anything which I know to be false or do not believe to be true and that by registering my details and submitting this appeal I agree for my information being used in accordance with your privacy policy.	of lin to par
	□ I also confirm that I haven't included any evidence with the appeal and do not wish to do so. I understand that once I have submitted the appeal that I cannot go back and alter, add or take away information or evidence.	un
	IMPORTANT If you're having trouble uploading evidence you wish to include, please do not continue to submit the appeal. Please contact us for assistance. If you do not upload the evidence at the time of submitting the appeal, it must be considered WITHOUT the evidence.	t
	SUBMIT APPEAL CO BACK / EDIT APPEAL	

Once all tick boxes are checked, the 'Submit Appeal' button will no longer be greyed out and will become clickable. Click 'Submit Appeal' to finish.



Your appeal will now be submitted. The operator will now have 5 working days to upload their information and evidence in relation to the charge. Once this has been done you'll receive a notification via email so that you can respond to the operators response. You can read about responding to the operator <u>here</u>.

You have successfully submitted your appeal.

CONTINUE



It is recommended to check your emails daily and also to log back onto the appeals system from time to time to reduce the risk of missing any notifications. You can read about logging back in and checking on your appeal <u>here</u>.

After submitting your appeal you will receive an email notification confirming that you have submitted your appeal, alongside information providing you with information about what happens next.

Please see an example of the email below:

A	ppeal Successfully Submitted
	Independent Appeals Service <noreply@thelias.org> To: You The 02/05/0201 1543</noreply@thelias.org>
	(AS)
	Dear Chris,
	Thank you for submitting your appeal for the parking charge which is detailed below.
	Parking Charge Number (PCN): TESTIAS0524 Vehicle Registration: Z2992ZZ Issued By: CN: Parking
	What happens now?
	Your appeal has been sent to the parking operator so that they can provide their account.
	The Parking Operator is now provided 5 working days to upload sufficient evidence to show that you are liable for the charge.
	Once they have submitted their evidence you will be able to log in and see it. You will then have 5 working days to respond in one of TWO ways:
	1) SUBMIT YOUR APPEAL - You can respond to the evidence by making any representations that you consider to be relevant as to the lawfulness of the charge any by uploading any photographs or other evidence that you may have. Once you submit your response it will go back to the operator who may wish to respond or send the appeal straight to arbitration. In the case of the operator responding, you will receive another chance to respond.
	- OR -
	2) REFER THE CASE STRAIGHT TO ARBITRATION - If you consider that the information provided is not capable of showing that you are, on the face of it, responsible for the parking charge, then you may choose this option. The Adjudicator will assess the evidence provided by the operator and appellant. You will not have the opportunity of making representations and the Adjudicator will decide, on the balance of probabilities, whether you are liable for the parking charge.
	You will be notified by email when you are able to proceed further.
	Caution: Once the operator has uploaded their evidence, if you do not respond in one of the above two ways within 5 working days, your appeal will be submitted to the Adjudicator WITHOUT your response to the operators evidence that will be available to you.
	IMPORTANT:
	You will receive emails from the IAS at various stages throughout your appeal notifying you of the need to take action. You should check regularly and ensure these emails do not end up in junk/spam folders.
	You should also log in regularly to check the status of your appeal to ensure that you do not miss any deadlines which would have an adverse effect on your appeal.
	Yours Sincerely, The Independent Appeals Service



RESPONDING TO THE

OPERATOR

Once you've received the notification that the operator has uploaded their Prima Facie Case, you will now have 5 working days to respond to the operator.

Log back into the IAS to make your response.

Pr	ma Facie Case Recieved
•	Independent Appeals Service <noreply@thelas.org> To: You Thu 02050204 1623</noreply@thelas.org>
	(As
	Dear Chris,
	Attention! You need to log back into the system and upload your response to the operators information and evidence or refer it straight to an Adjudicator.
	Please read the following carefully.
	The Parking Operator has now uploaded the evidence in respect of the parking charge which is detailed below.
	Parking Charge Number (PCN): TESTIAS0624 Véhicle Registration: Z292ZZ Issued Oby: 2014/0204 Jssued By: CN Parking
	What do I need to do?
	fou now have until 1005/24 23:59 to complete the next stage in the Arbitration process. If you fail to action it within this time; the matter will be sent directly to an Adjudicator who will determine liability based only on the information already supplied by you and the operator and you will lose the ability to make any more representations or upload any more evidence.
	fou need to log into the IAS system at www.theias.org and view the information that the Parking Operator has uploaded.
	The Parking Operator should have uploaded sufficient evidence to show that you are, on the face of it, liable to pay the charge.
	fou will then have TWO options:
	1) SUBMIT YOUR RESPONSE - You can respond to the evidence by making any representations that you consider to be relevant as to the lawfulness of the charge any by uploading any extra photographs or other evidence that you may have. After you submit your response, and the operator goosvill provide any more information you will not have the ability to add to or amend your submission. If the operator provides more information or evidence you will then have another chance to respond.
	• OR •
	2) REFER THE CASE STRAIGHT TO ARBITRATION - If you think you do not need to add any more information or evidence, for example if you consider that the information provided is not capable of showing that you are, on the face of it, responsible for the parking charge, then you may choose this option. Neither party will have the opportunity of making more representations and the Adjudicator will decide, on the balance of probabilities, whether you are liable for the parking charge.
	MPORTANT: If you are unsure as to which option to choose, you will need to seek your own independent legal advice. The IAS is not able to comment on the evidence or assist you in making this decision.
	fours Sincerely, The Independent Appeals Service

Once you have logged in to the IAS portal you will see the 'My Appeals' page, as shown below.

	My Appeals Enquiries User Guide	Privacy Policy						L.	ogged in as Chris Naylor
	IAS			HOME ABOUT US APPE	IAL ADR OVERVIEW A	DR RULES CAN I APPEAL?	ONLINE APPEALS USERGUIDE	FAQS CONTACT US	LEAD ADJUDICATOR
	My Appeals	Type	Appeal Status	Updated On					
0	testias0524	SA.	Awaiting Appellants Response (8 Days Left 10/05/24 23:59)	02/05/2024			Start a new appeal.		
	Page 1								
						ctsi	Chartered Trading Standards Institute ADR Competent Authority	The Independent Appeals Service in the Mamative Dispute Resolution (Computer Authorities and Inform	s aggroved by Government under for Connector Disputes ation) Regulations 2015



Click into your appeal, you will see the Operator's Prima Facie Case. This will include information and evidence from the operator as to why the Operator believes you are liable for the parking charge. You may respond with further evidence and information to support your case.

Standard Appeal						Print I
 Motorist Details 				Appeal Options	these sectors and the sectors	
✓ My Appeal				SUBMIT	tive	
 Operator's Prima Facie Case 				Currently appealing test Issued on 21/04/2024 b to vehicle registration Z	ilas0524 y CN Parking 299222	
 Response To Operator 				Originally rejected by or	perator on 02/05/2024	
The Operator has provided the evidence above which he You now have TWO options: 1) SUBMY YOUR RESENDER - You can respond to the evid- hange any by uploading any exits photographs or other more information you will not have the ability to add to a another chance to respond. You have until 10/05/2024-22 - OR -	ays proves that you are, on the face of it, responsible for ence by making any representations that you consider to which the two may have. After you a upon submit your rego amend your submission, if the operator provides more is do submit your response if this is the notative you win to the two provides and the submit your response if the submit your response.	the parking charge in question. be relevant as to the lawfulness of rise, and the operator doesn't provi normation or evidence you will the o take.	I the de any n have	Operator Documents Uplicade at Inima Facile Case O Appendix 5 - Example Upload Documents These can assist as evid JPG Images and PNG Im	e Notice to Keeper - PoFA ANP ence in your appeal. PDF's, Wo sages are allowed.	R VI.pdf rd Documents,
party will have the opportunity of making more represent parking charge.	nink you do not need to add any more information or even re, on the face of it, responsible for the parking charge, it ations and the Adjudicator will decide, on the balance of	hen you may choose this option. Ne probabilities, whether you are liable	sither e for the		Add File	
Response to Operation for sensitivit						

At this stage you have one of two options.

Make a response to the Operator's evidence, if you feel that you have anything further to add to your appeal, and anymore evidence that might be appropriate. If you do this, the Operator will have another chance to either respond again. Or the operator can pass the case to the independent adjudicator.

OR

Send the case to Arbitration. If you feel that you've given sufficient information and evidence already, and don't have anything else to add, you may choose this option to send the case straight onto the adjudicator. **If you do this, no further information or evidence can be added, by yourself or the operator.**

Please note: If you start typing a response into the textbox, the Arbitration button will become grey (not be clickable). You are not able to send the case to Arbitration AND file a response.



After submitting a response OR sending the case to arbitration, you'll be shown a dialogue box asking you to confirm each section of text on the screen. You won't be able to continue unless you do this, as the text makes up part of our terms and conditions for appealing.

Please read each of the following points carefully and tick the box only where you agree to the statement.

□ I confirm that I agree to submit to Arbitration under the Standard Appeals Procedure as defined in the IAS Arbitration (ADR) General Rules and Procedures and The IAS Private Parking Charge Appeals Rules and Procedure (also available on the IAS website (www.theIAS.org)). I have read and understood the Rules and agree to them.

□ Where I have appointed, or if I later appoint, a representative to deal with matters on my behalf, I accept liability for any representations or misrepresentations made on my behalf.

□ The information contained in this appeal form, and any attached evidence, is true to the best of my knowledge and belief and I provide the information knowing that if it is tendered into evidence, I shall be liable to prosecution if I have wilfully stated anything which I know to be false or do not believe to be true and that by registering my details and submitting this appeal I agree to my information being used in accordance with your privacy policy.

□ I also confirm that I haven't included any evidence with the appeal and do not wish to do so. I understand that once I have submitted the appeal that I cannot go back and alter, add or take away information or evidence.

IMPORTANT

If you're having trouble uploading evidence you wish to include, please **do not continue** to submit the appeal. Please contact us for assistance. If you do not upload the evidence at the time of submitting the appeal, it must be considered WITHOUT the evidence.

SUBMIT RESPONSE > GO BACK / EDIT RESPONSE

Once all tick boxes are checked, the button to continue will become clickable (changing from grey to black). Click the button to continue. When you have submitted a response, you will receive an email notification. See an example of this below.

Appeal Response Given							
Independent Appeals Service <noreply@theias.org> To: You</noreply@theias.org>	← ← → ···· Fri 03/05/2024 14:03						
s							
r Chris, i is a notification that we've received your response for the appeal of the below PCN. The operator will now have 5 days to complete their response or to send the case to arbitration. king Charge Number (PCN): TESTLAS0524 luke Registration: 2 70047024 is Sincerely. Independent Appeals Service							
AS Independent Appendix Service							
spendent Appeals Service IPC, PO Box 662, Macclesfield, SK10 9NR							
www.thelas.org							
Independent Appeals Service is approved by Government under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015							
content of this email transmission and any documents attached to it are confidential and are intended for the named requirement only and may contain information that is subject to legal privilege. If you have received this mean in entror or are not the named requirement only and may contain information that is subject to legal privilege. If you have received this mean is not to be named requirement on the mean intended for the named requirement on the sensitive transmission or its content to this email transmission or its content to contempt of court or a criminal offence. If you have received this more you are required to notify the sender and delete the email and its content forthwith. We do not accept service of documents by email.	d recipient you are s e mail transmission						
Independent Appeals Service is a trading style of United Trade and Industry Ltd, Registered in England and Wales (08248531), 41 Greek Street, Stockport, Cheshire, England, SK3 8AX							



number & Vehicle ore you app n the IAS Website (VRN) onto the landing page of appeals

parking charge stration Number



Enter appeal & upload evidence details

Submit appeal and await operators'

response

within 5 working days with prima facie, or

concede case

at steps 7 and 8 working days to repeat until satisfied respond or send to

adjudication

up to 28 working days

If you decide to respond to the operator's response or evidence, you have the opportunity to do so. Or you can send the case to arbitration.

If you've decided to respond to the Operator's claims, the Operator can then respond again or send the case to arbitration.

If you opt to respond to the operator's prima facie and do not escalate the appeal to the adjudicator, the operator will have an additional five working days to either respond or forward your appeal to the adjudicator. This process will continue until both parties feel they have presented all relevant evidence.

On each case, you'll again be notified by email when anything happens regarding your appeal.

The appeal will ultimately be referred to arbitration if one party fails to meet the five-day deadline, which will be interpreted as indicating that they have "nothing further to add," or if a party explicitly submits the appeal to the adjudicator. You will receive an email notification confirming the submission of the appeal to the adjudicator.

Once either party decides to escalate the appeal to adjudication, you may not submit further evidence or make amendments to the documentation while the appeal is in progress.



AFTER SENDING TO ADJUDICATION

Once the evidence provided by both parties has been submitted for adjudication, the appeal will enter the Arbitration process. At this point, the appeal is added to a queue to be reviewed by an independent adjudicator who is a qualified solicitor or barrister. They are duty bound by their own professional standards bodies to uphold the rule of law and to maintain independence.

The appeal will take up to 28 working days from the date that the IAS receives the complete file. All appeals are reviewed strictly in the order that they are submitted, meaning there is no way to fast track or prioritise a case. Once your final evidence has been submitted, there is nothing you need to do except wait for the adjudicator's decision to be made.

You are here









details













Read efore you appeal on the IAS Website

r parking charge Confirm who is number & Vehicle Registration Number (VRN) onto the landing page of appeals

appealing, and who is being held ligble

Enter the motorist Enter appeal & upload evidence

Submit appeal and await operators' response

Operator will respond within 5 working days with prima facie, or concede case

Motorist then has 5 working days to respond or send to adjudication

Repeat steps 7 and 8 Adjudicati repeat until satisfied working

n: up to 28 working days

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RECEIVING THE APPEAL DECISION

Once the adjudicator has reviewed all of the submitted evidence, both you and the parking operator is notified with the outcome. The IAS will send you an email confirming that a decision has been made. The email subject line will either be Adjudicator appeal dismissal or Adjudicator appeal Acceptance. The email from the IAS will include Adjudicator comments on why the appeal was approved or dismissed and steps on what to do next. You can also log directly in to the IAS portal to see the outcome of your appeal.

- If your appeal is allowed, this means the adjudicator has ruled in your favour and the parking operator is required to cancel the parking charge.
- If your appeal is dismissed, the adjudicator has found that the charge was valid and has upheld it.

It's important to note that IAS decisions are final. There is no further right of appeal within the IAS process. However, if your appeal was submitted as a Standard Appeal, the decision is not legally binding on you, and you retain the right to dispute the charge in other ways. Conversely, if your appeal was submitted late as a Non-Standard Appeal, the decision is binding on both parties, and you are expected to comply with the outcome.

Please see below a a mock-up of the email you may receive below

Dear Appellant,
The Independent Appeals Service (IAS) has received a decision from the Independent Adjudicator regarding your recent appeal for the below PCN.
Parking Charge Number (PCN): TEST12345 Vehicle Registration: TEST25 Date Issued: 06/03/2025
Appeal Outcome: Dismissed
The Adjudicators comments are as follows:
"It is important that the Appellant understands that the adjudicator is not in a position to give his legal advice. The adjudicator's role is to look at whether the parking charge has a basis in law and was properly issued in the circumstances of each particular case. The adjudicator's decision is not legally binding on the Appellant (it is intended to be a guide) and they are free to obtain independent legal advice if they so wish. However, the adjudicator is legally qualified (a barrister or solicitor) and decides the appeal according to their understanding of the law and legal principles."
As your appeal has been dismissed, the Independent Adjudicator has found, upon the evidence provided, that the parking charge was lawfully incurred.
As this appeal has not been resolved in your favour, the IAS is unable to intervene further in this matter. You should contact the operator within 28 days to make payment of the charge.
Should you continue to contest the charge then you should consider obtaining independent legal advice.
Yours Sincerely, The Independent Appeals Service



If you do not receive an email within the 28 working day time period please login to your IAS account and check your appeal through our appeals portal if there is no change please use our enquires section within the IAS portal to get in contact with a member of our team.



VIEWING ONGOING OR PREVIOUS APPEALS

To view ongoing and previous appeals you will firstly need to log back in using your credentials.

User Cuide — Privacy Policy		Welcome, Cuest Login
(A5	HOME ABOUT US APPEAL ADR OVERVIEW	ADR RULES CAN LAPPEAL? ONLINE APPEALS USERGUIDE FAQS CONTACT US LEAD ADJUDICATOR
Appeal		📄 Print Page
Still have questions before appealing? We recommend that you read to parking Charge No. 1 [testias0524] Vehicle Reg No. 1 [zz99zzz] Important Note regarding payment of charges and appeals The Standard Appeals Service is available to recipients of parking charinternational Parking Community's Accredited Operator Scheme ment However: the operator may withdraw from a Standard Appeal or refut the charge. If you want to pay the charge AND appeal, then you should contact the engage with the appeals process. Do not pay and assume that your appeal will still be considered.	he FAQs page to make the appeal process clearer. START APPEAL 3 rges and notices of unpaid tariffs issued by the nbers. se to offer the ability to appeal to the IAS if you pay re parking operator to see whether they will still	Please Note The IAS is a certified Alternative Dispute Resolution entity. You may use this service if you have been advised by a parking operator that they will engage with it. If you consider that you should be able to use the service but are unable to; please contact the operator that issued the charge to you who will be able to advise you. Please also refer to the Can I Appeal flow chart.
		Chartered Trading Standards Institute ADR Competent Authority

When you have logged in you will be taken to the My Appeals page. Here you can view all of your appeals. To view an appeal in more detail you can click on the appeal and view the responses and documents from yourself or the operator.

My Appeals PCN ID testlas0524	Type SA	Appeal Status Availting Appellants Response	HOME ABOUT US	APPEAL ADR OVERVIEW	ADR RULES	CAN I APPEAL?	ONLINE APPEALS USERGUIDE	FAQS	CONTACT US	LEAD ADJUDICATOR
My Appeals PCN ID testias0524	Type SA	Appeal Status Awailing Appellants Response (8 Jours July 19/05 (2013) 501	Updated On							
PCN ID testias0524	Type SA	Appeal Status Awaiting Appellants Response (8 Dave Loft (0/05/24 20:59)	Updated On							
testias0524	SA	Awaiting Appellants Response	02/05/2026							
		to mays part (0/03/24 23:33)	02/03/2024				Start a new appeal.			
Page 1						/ //				
						ctsi	Chartered Trading	The independence of the Alternative	ent Appeals Service in a	approved by Government under r Community Disputes finds Reconduction M14



MANUAL APPEALS

APPEALING BY POST TO THE INDEPENDENT APPEALS SERVICE

Postal Appeals Procedure

These forms have been provided by the IAS for use when lodging an appeal by post as an alternative to appealing online. Where the online service is not used you MUST use these forms. If they are not completed fully or if the parking operator has not indicated to you that you can appeal to the IAS then the IAS WILL NOT be able to process your appeal.

Forms

Important! – The forms marked * can only be completed by the appellant - NOT a Representative.

- IAS 1 Registration and Intent to Appeal
- IAS 2 Non-Standard Appeal, Payment and Declaration*
- IAS 3 Substantive Appeal
- IAS 4 Appointment of Representative*

<u>Forms</u>

1.First establish whether you are entitled to appeal and, if so, which appeals process your appeal will follow; the Standard or Non-Standard Appeals process and familiarize yourself with the appropriate Arbitration Rules. Full details can be found at <u>www.theIAS.org</u> or upon request by emailing <u>ADR@theIAS.org</u>.

2.Fully complete the 'Registration of Applicant and Intent to Appeal Form'.

If you are appointing a representative to deal with matters on your behalf then you will need to complete the 'Appoint a Representative' form. Your appointed representative will then be able to act on your behalf unless and until you cancel their appointment. If you wish to cancel their appointment then this can be done in writing or online. Representatives may be appointed at any time during the Arbitration process.

3.Once you have submitted your Initial Appeal, the operator has 5 working days to submit the evidence against you. Once this has been provided to the IAS, you will be forwarded the same either by email or post.



4.Once you have received the evidence from the parking operator you are provided with 5 working days to submit your substantive appeal. To do this you must complete the 'Substantive Appeal' form and return it, properly completed, along with all of the evidence that you want to rely upon to the IAS.

5.IAS forms must be submitted to:

The IAS, PO Box 662, Macclesfield, SK10 9NR

Where you have been given a time limit within which to apply to the IAS, you must ensure that the 'Registration of Applicant and Intent to Appeal' form is received by the IAS within this timeframe in order for your appeal to be processed. We recommend sending all information using Recorded Delivery.

You, or your appointed representative, will be notified by email (or by post where an email address is not provided) at each stage of the appeals process. Where notifications are provided by post, all applicable time limits AFTER the Initial Complaint has been lodged will be extended by 5 working days to allow for the postal exchange of information. Otherwise the normal Rules and time limits for Arbitration will apply.



UNDERSTANDING

OUTCOMES

Standard Appeal:

It's binding on the operator, meaning they must cancel the charge if you win, but not binding on you, so you're not legally required to pay if you lose.

Non-standard:

The outcome is binding on the motorist and the operator.

Conceded:

In the context of private parking and appeals to bodies like the Independent Appeals Service (IAS), "conceded" means a party (either the parking operator or the motorist) acknowledges the other party's position and withdraws their claim or appeal, effectively accepting the outcome.

Allowed:

In a legal context, "allow" means to grant permission, approval, or authorization for something to happen or be done, or to permit something to be presented or considered.

Appeal Dismissed:

If an appeal is dismissed, it means the IAS has reviewed the case has decided the appeal is not valid or successful, and the original decision or outcome remains in place.