

The Independent Appeals Service

Online Appeals User Guide

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Independent
Appeals
Service



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 www.247Advice.co.uk for guidance on the appeals process, or use their chatbot, which will tell you the likelihood 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 ([link](#)).

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



1
Read
"Before you appeal"
on the IAS Website



2
On the "Appeal" page,
Enter parking charge
number & VRN



3
Confirm who is
appealing, and who is
being held liable



4
Enter the motorist
details



5
Enter appeal & upload
evidence



6
Submit appeal and
await operators'
response



7
Operator will respond
within 5 working days
with prima facie, or
concede case



8
Motorist then has 5
working days to
respond or send to
adjudication



9
Repeat steps 6 and 7
repeat until satisfied



10
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.

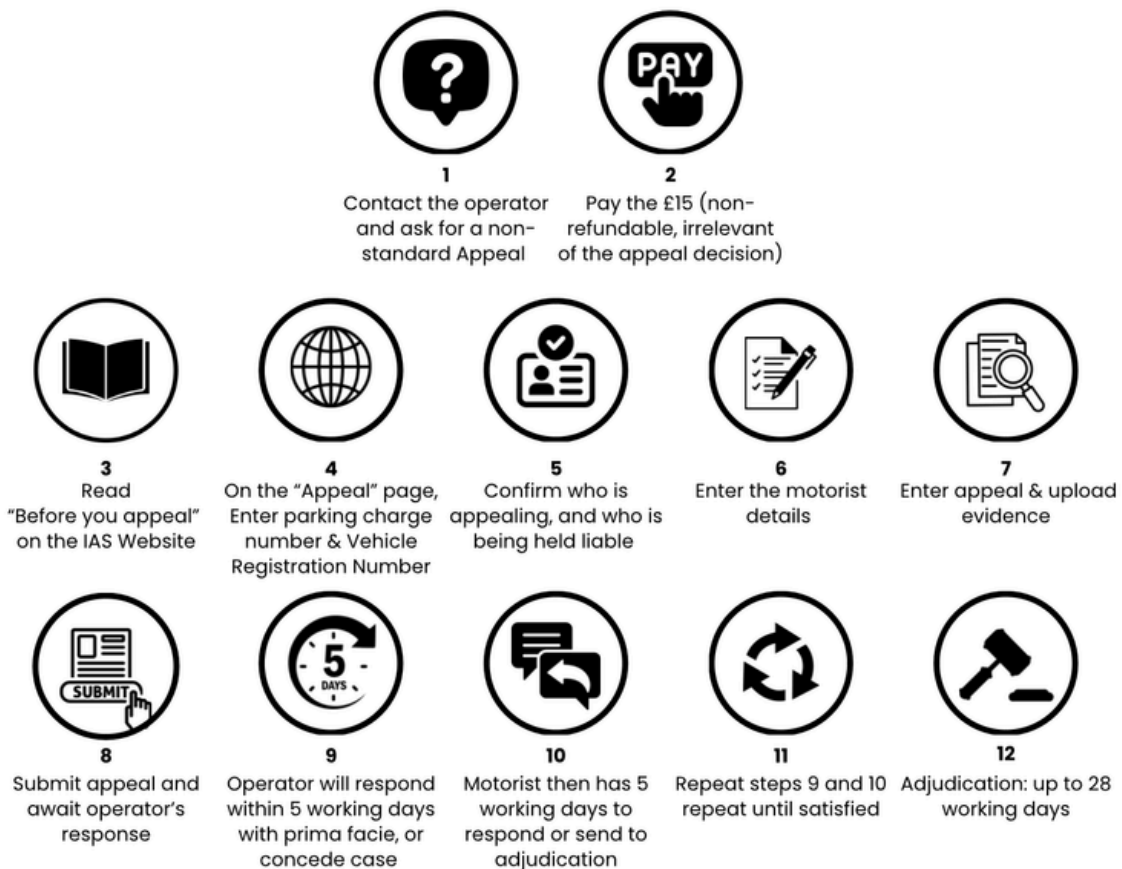
Cost: To start a non-standard appeal you will have to pay a £15 non refundable fee

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





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.

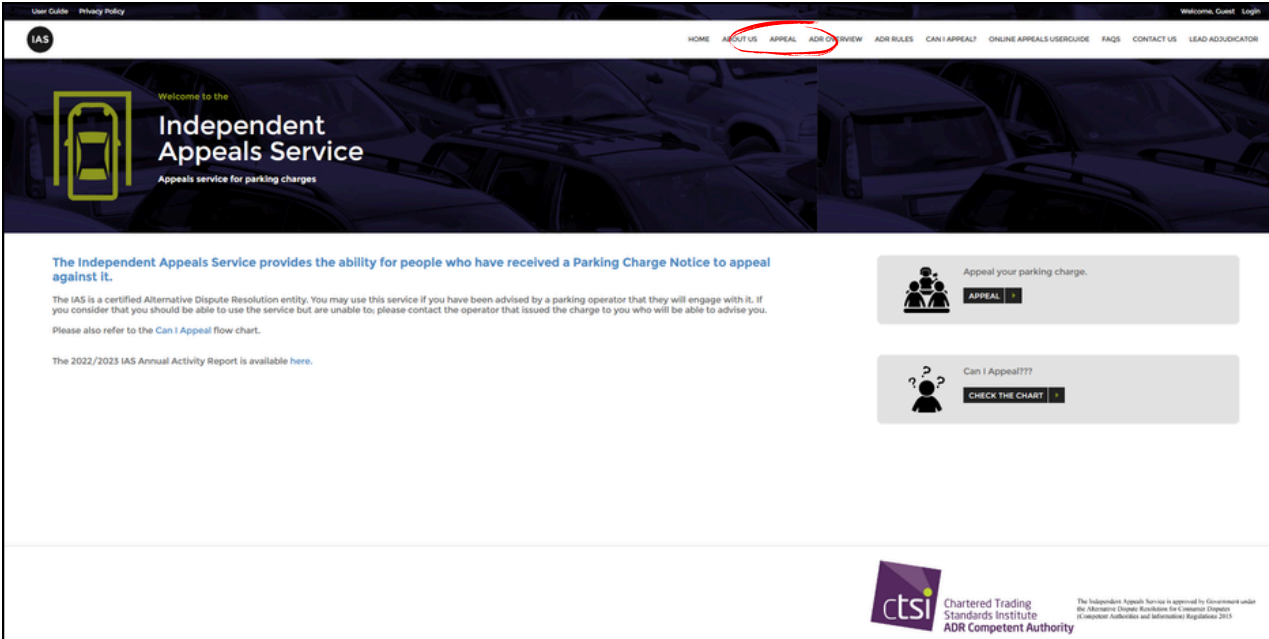
If you meet the required conditions then you are able to launch an appeal using the **IAS**.



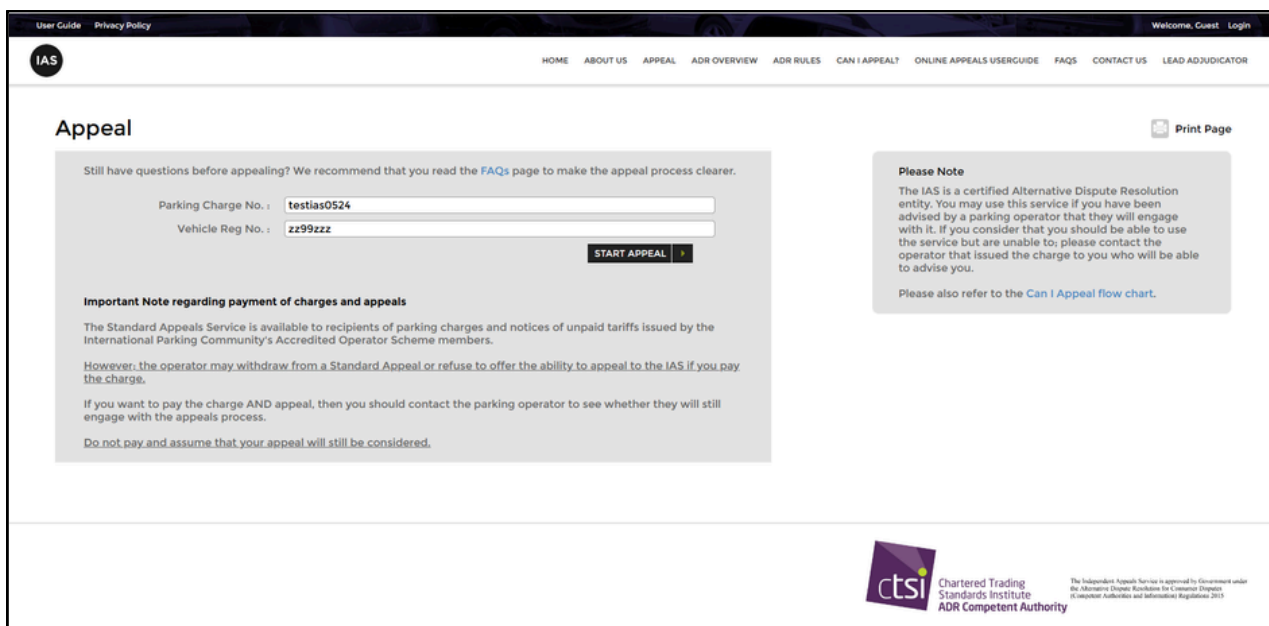
STARTING YOUR APPEAL

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 [Appeal](#) within the links bar at the top of your page.



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

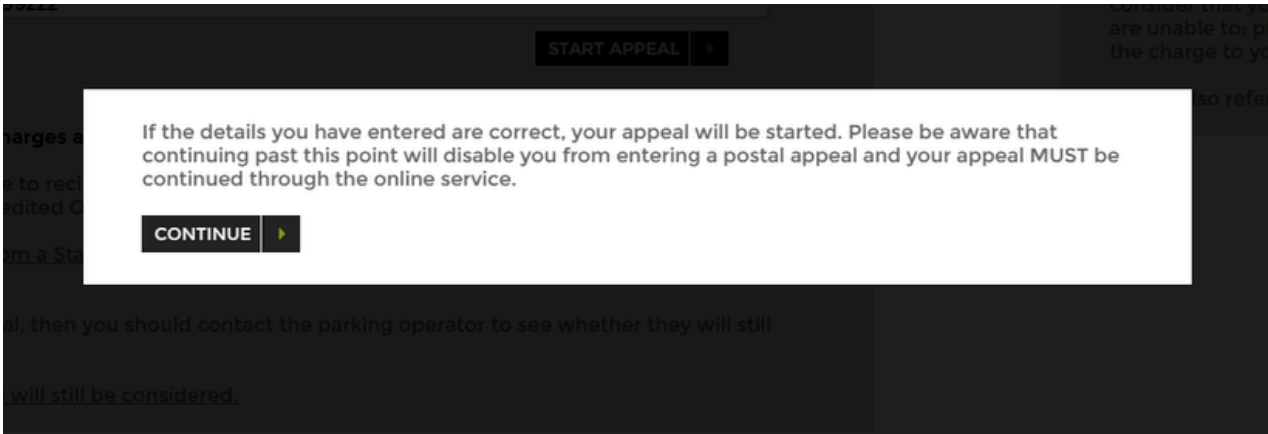


If your details have been successfully found in our system, you'll get a dialogue box as shown in the image below.

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.

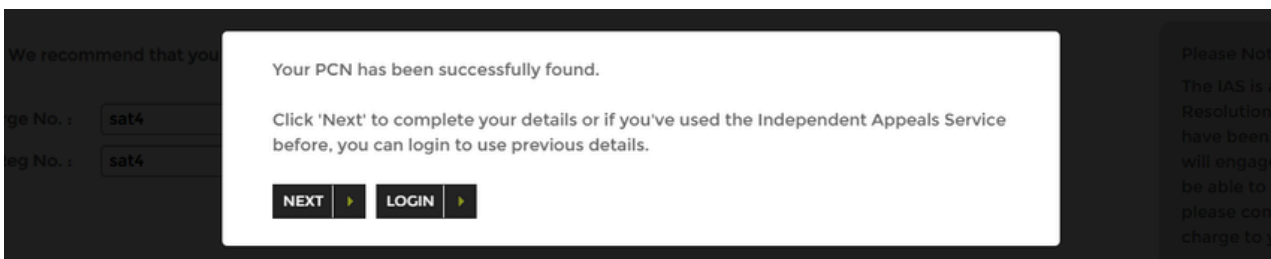


Once your parking charge has been found, you will be prompted to register your details or log in. This section provides information on whom to contact regarding your appeal.

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 ['Entering Motorist Details'](#).

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.

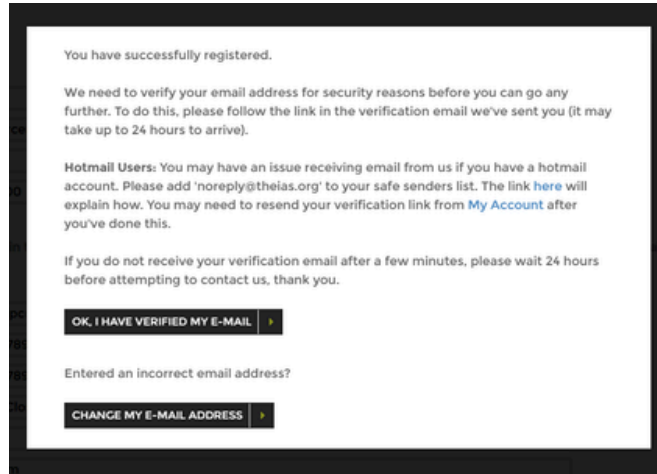


After clicking "Next" on the pop-up, you'll be taken to a page where you can enter your details (see below). **Please ensure all information is accurate and complete** to avoid having to re-enter any missing or incorrect details. Please note, if you skip a box, it will take you back to re-entry.

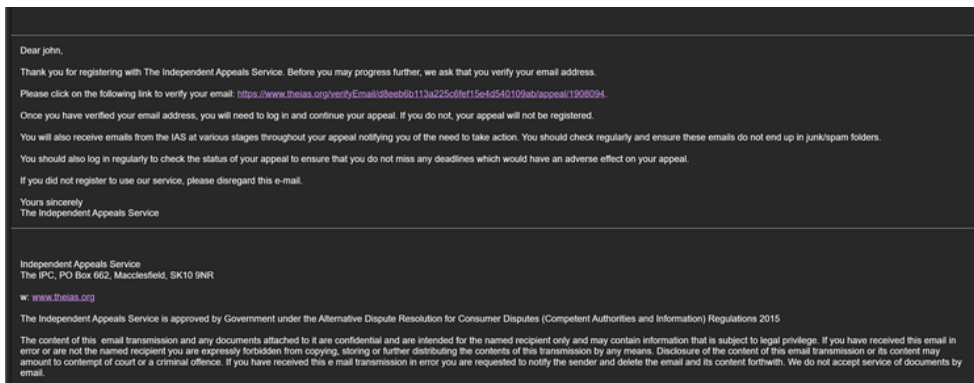
Once you've entered all your details and created a password that meets the IAS strength requirements, a green bar will appear beneath the password field, indicating your password is strong enough to proceed. If the green bar is not present, please update before proceeding.

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."

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.



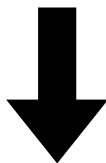
After receiving the verification email, confirm your email address. After clicking the link, you'll be redirected to enter your parking charge details again. See an example of the email below.



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.

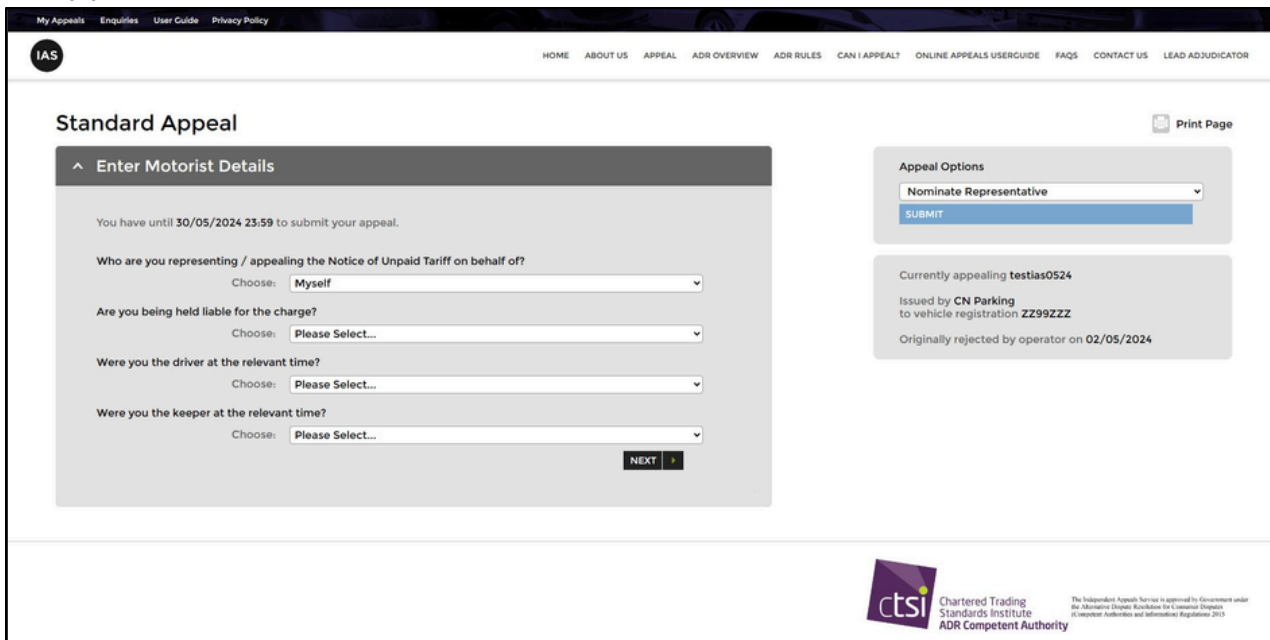
Once you click "Continue," you can proceed by following the section in this guide titled ['Entering Motorist Details'](#).

You are here



ENTERING MOTORIST DETAILS

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



My Appeals Enquiries User Guide Privacy Policy

IAS HOME ABOUT US APPEAL ADR OVERVIEW ADR RULES CAN I APPEAL? ONLINE APPEALS USERGUIDE FAQs CONTACT US LEAD ADJUDICATOR

Standard Appeal

Print Page

Enter Motorist Details

You have until 30/05/2024 23:59 to submit your appeal.

Who are you representing / appealing the Notice of Unpaid Tariff on behalf of?
Choose: **Myself**

Are you being held liable for the charge?
Choose: **Please Select...**

Were you the driver at the relevant time?
Choose: **Please Select...**

Were you the keeper at the relevant time?
Choose: **Please Select...**

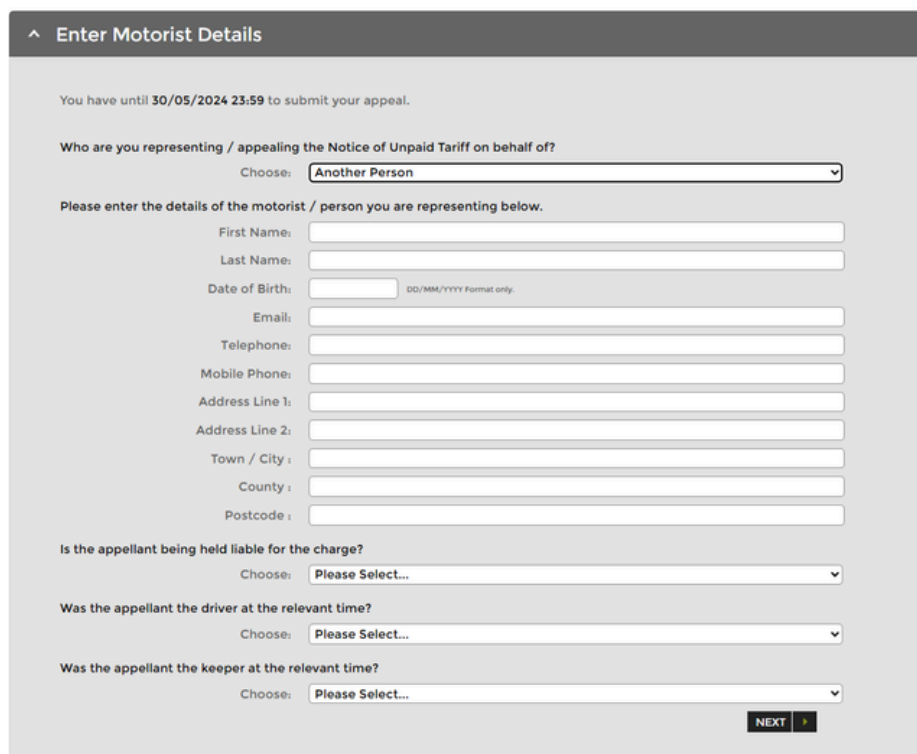
NEXT

Appeal Options
Nominate Representative
SUBMIT

Currently appealing **testias0524**
Issued by **CN Parking** to vehicle registration **ZZ99ZZZ**
Originally rejected by operator on **02/05/2024**

ctsi Chartered Trading Standards Institute ADR Competent Authority
The Independent Appeals Service is approved by Government under the Alternative Dispute Resolution for Consumer Disputes (Arbitration) Regulations and Information Regulations 2015

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 submit your appeal.

Who are you representing / appealing the Notice of Unpaid Tariff on behalf of?
Choose: **Another Person**

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 charge?
Choose: **Please Select...**

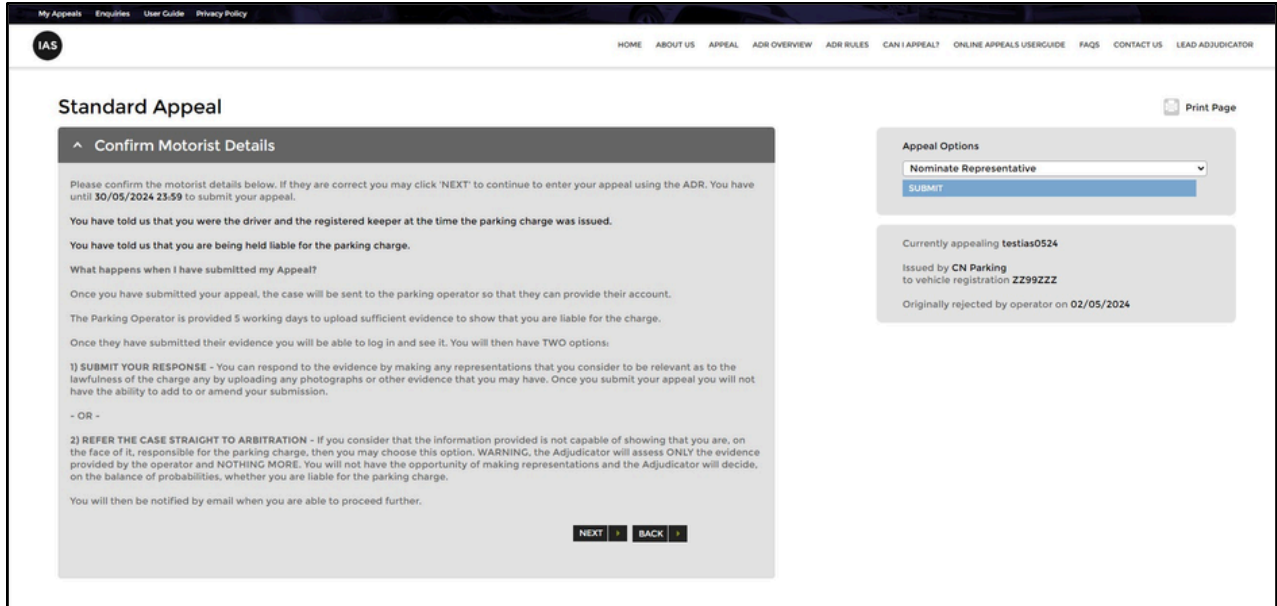
Was the appellant the driver at the relevant time?
Choose: **Please Select...**

Was the appellant the keeper at the relevant time?
Choose: **Please Select...**

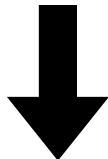
NEXT



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'.



You are here



1

Read "Before you appeal" on the IAS Website



2

Enter parking charge number & Vehicle Registration Number (VRN) onto the landing page of appeals



3

Confirm who is appealing, and who is being held liable



4

Enter the motorist details



5

Enter appeal & upload evidence



6

Submit appeal and await operators' response



7

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



8

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



9

Repeat steps 7 and 8 repeat until satisfied

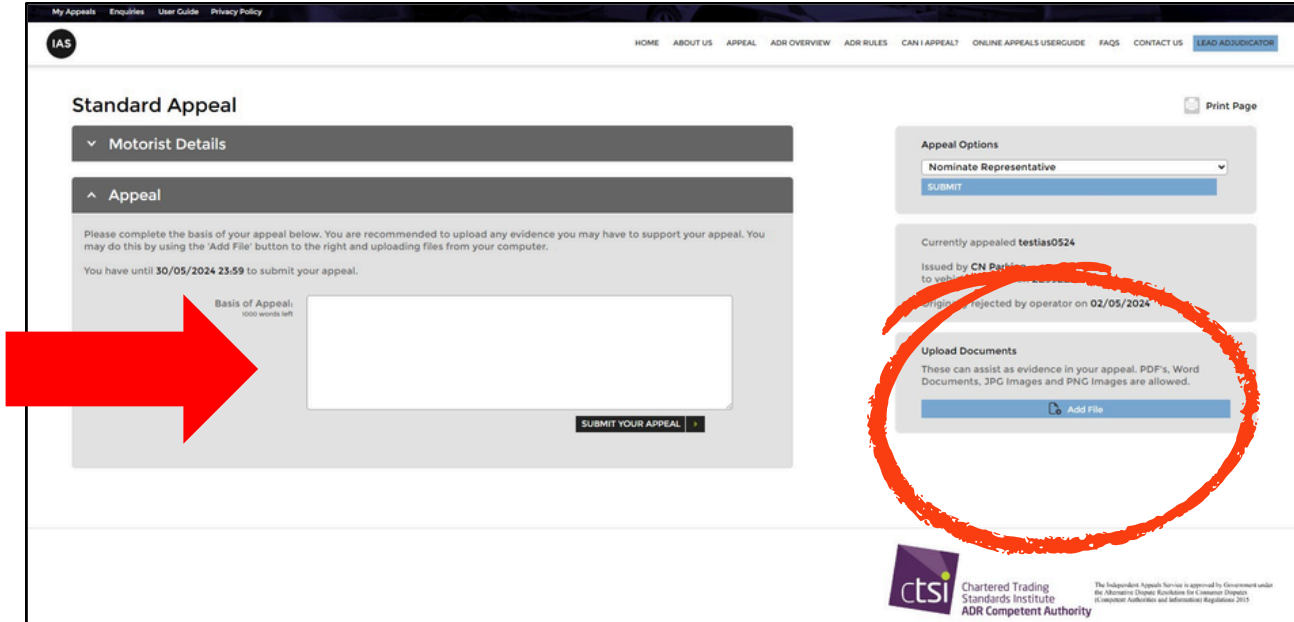


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Adjudication: up to 28 working days

ENTERING YOUR APPEAL

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



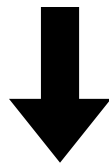
In this section, you also have the ability to upload evidence to support your appeal. This can be in the form of documents and photographs.

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.

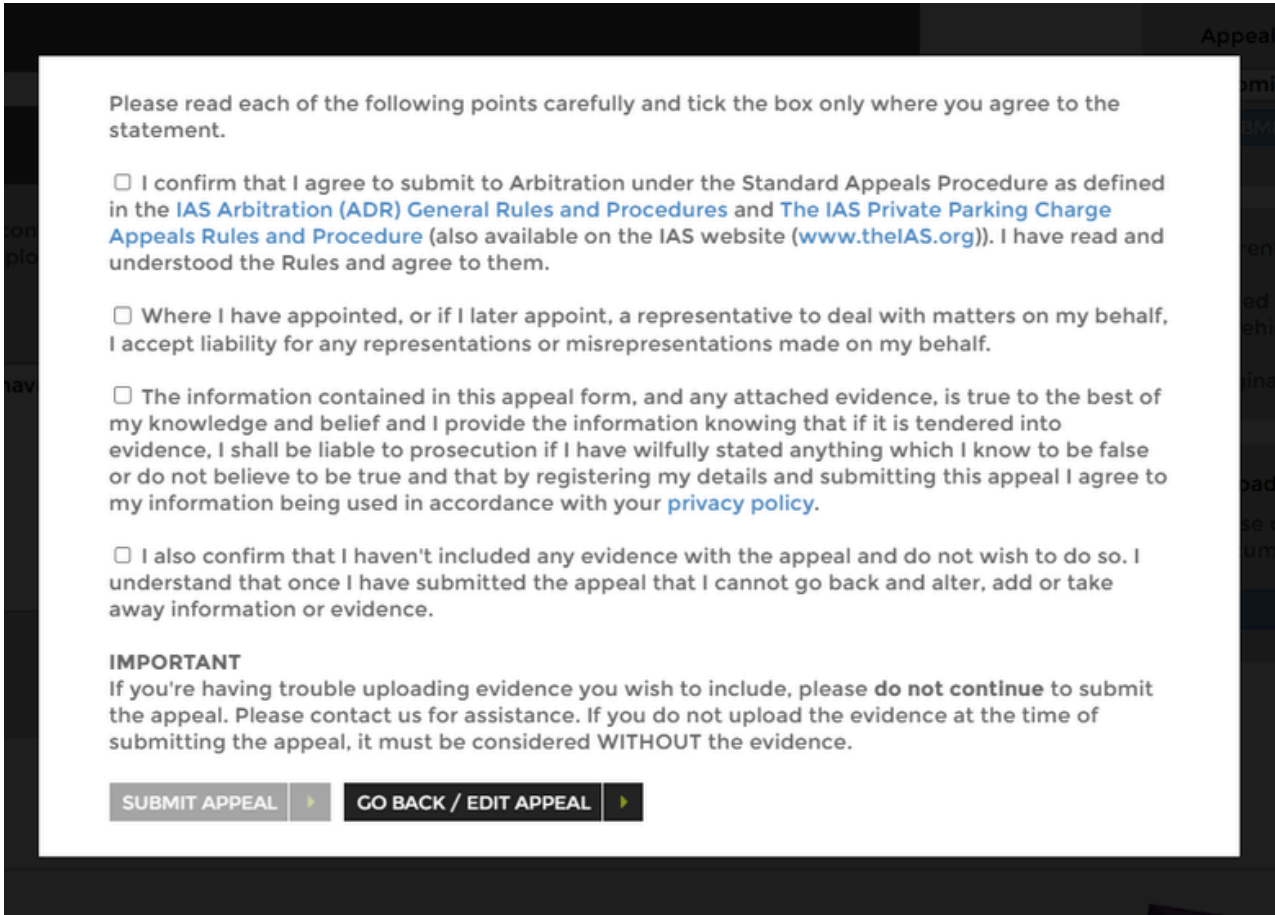
It is recommended to check each file after uploading. The uploaded files will appear in blue under the 'Add File' button. Please check the files to ensure they have been uploaded correctly. It is your responsibility to check this as we can't intervene in appeals where a mistake has been made.

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

You are here



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".

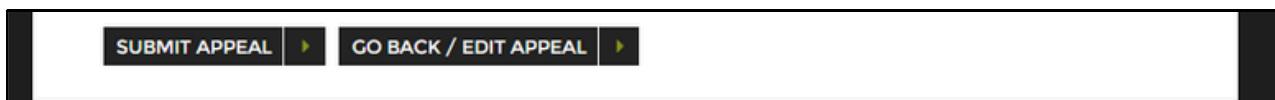


Please read each of the following points carefully and tick the box only where you agree to the statement.

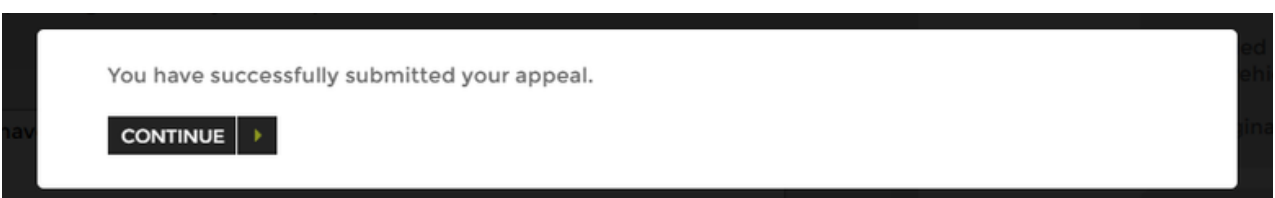
- I confirm that I agree to submit to Arbitration under the Standard Appeals Procedure as defined in the [IAS Arbitration \(ADR\) General Rules and Procedures](#) and [The IAS Private Parking Charge Appeals Rules and Procedure](#) (also available on the IAS website (www.theIAS.org)). I have read and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

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 [here](#).



You have successfully submitted your appeal.



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 [here](#).

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:

Appeal Successfully Submitted

IS Independent Appeals Service <noreply@theias.org>
To: You Thu 02/05/2024 15:43

IAS

Dear Chris,

Thank you for submitting your appeal for the parking charge which is detailed below.

Parking Charge Number (PCN): TESTIAS0524
Vehicle Registration: ZZ99ZZZ
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.

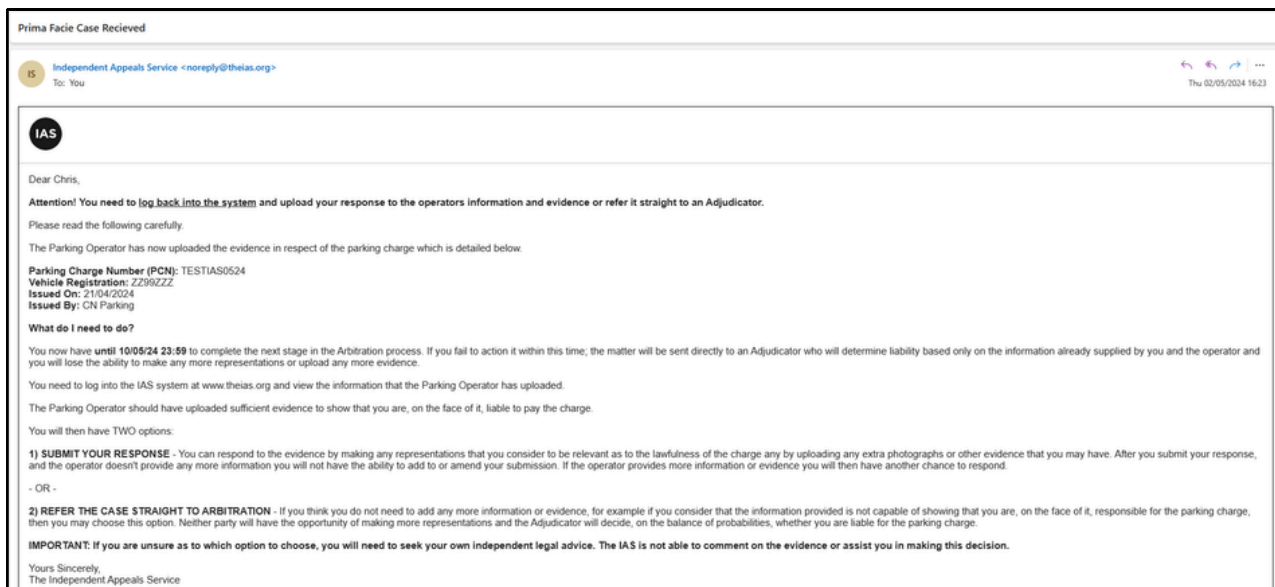
Yours Sincerely,
The Independent Appeals Service



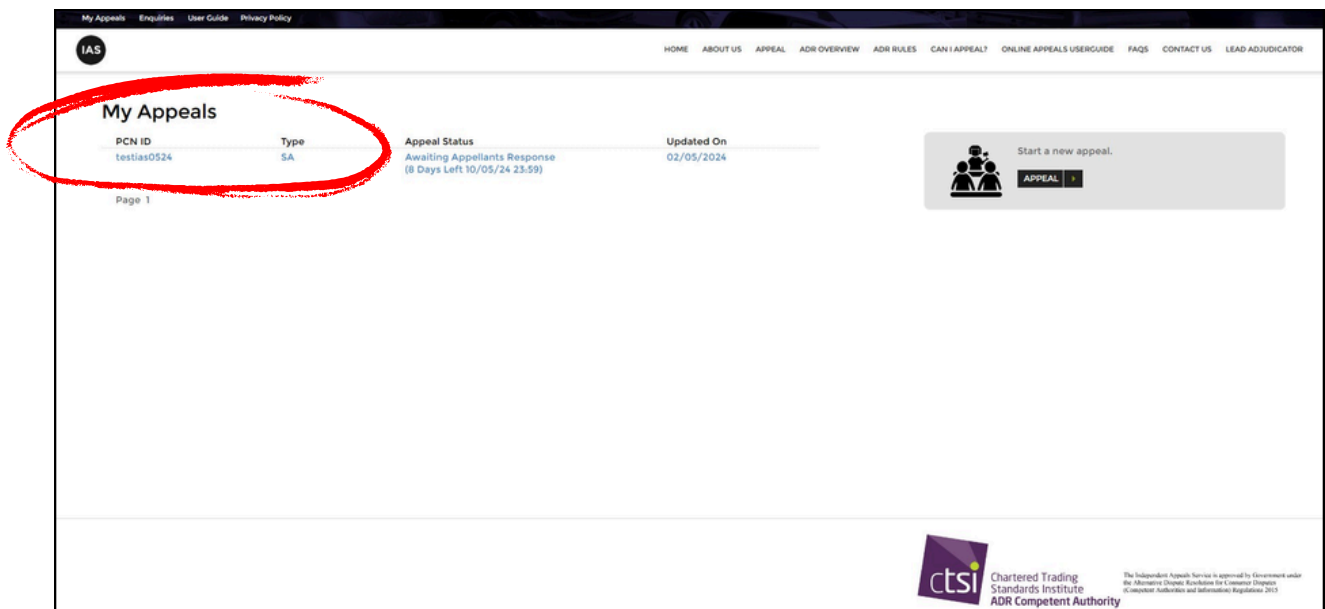
RESPONDING TO THE OPERATOR

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.

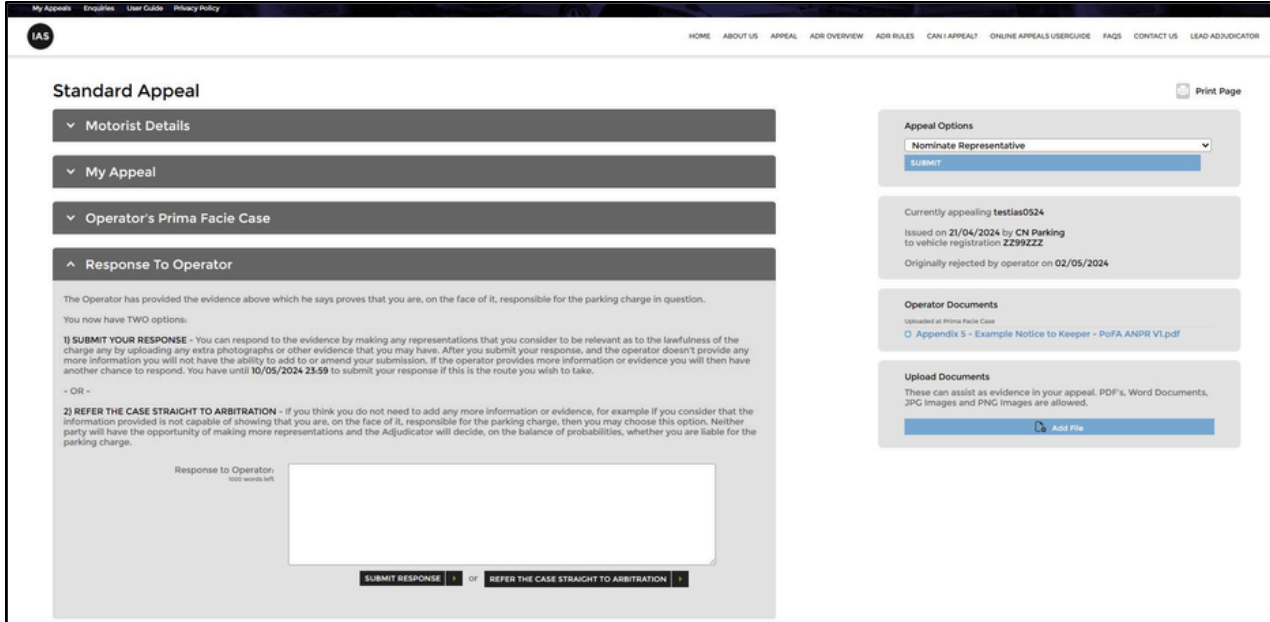
Log back into the IAS to make your response.



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



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.



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.



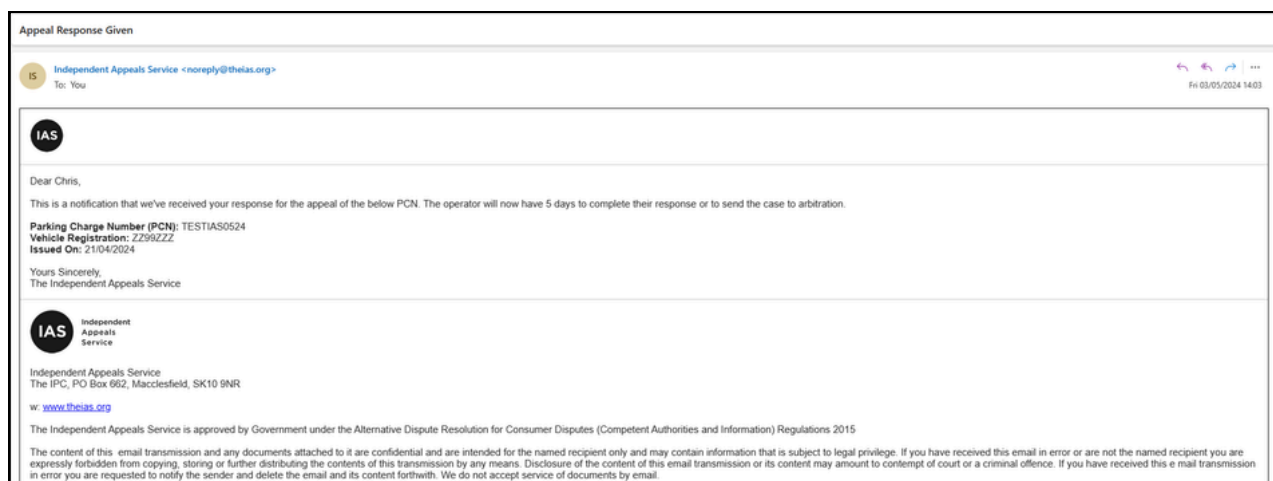
After submitting a response OR sending the case to arbitration, you'll be shown a dialogue box asking you to confirm each section of text on the screen. You won't be able to continue unless you do this, as the text makes up part of our terms and conditions for appealing.

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.

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.





You are here



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.

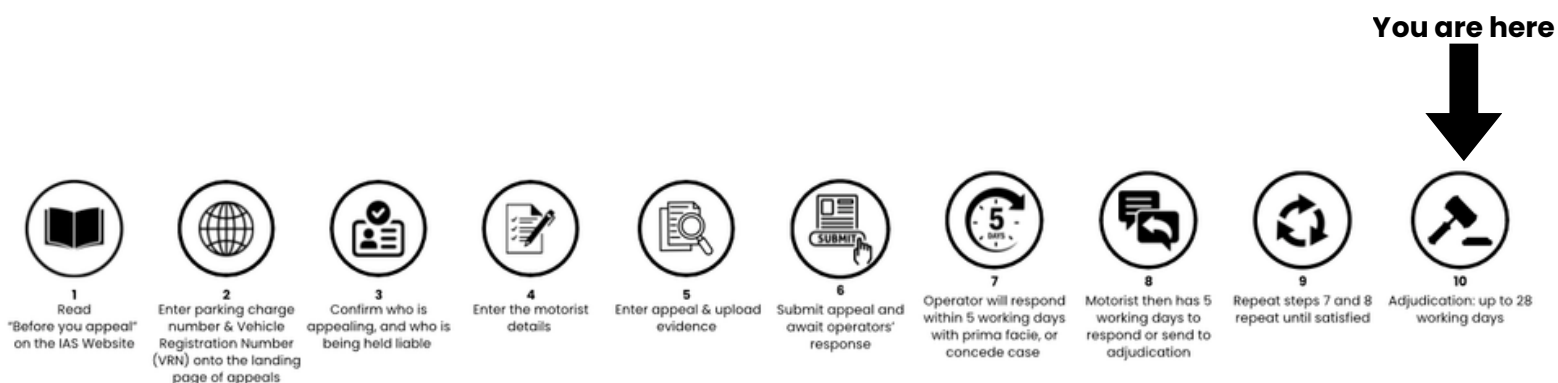
The appeal will ultimately be referred to arbitration if one party fails to meet the five-day deadline, which will be interpreted as indicating that they have "nothing further to add," or if a party explicitly submits the appeal to the adjudicator. You will receive an email notification confirming the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





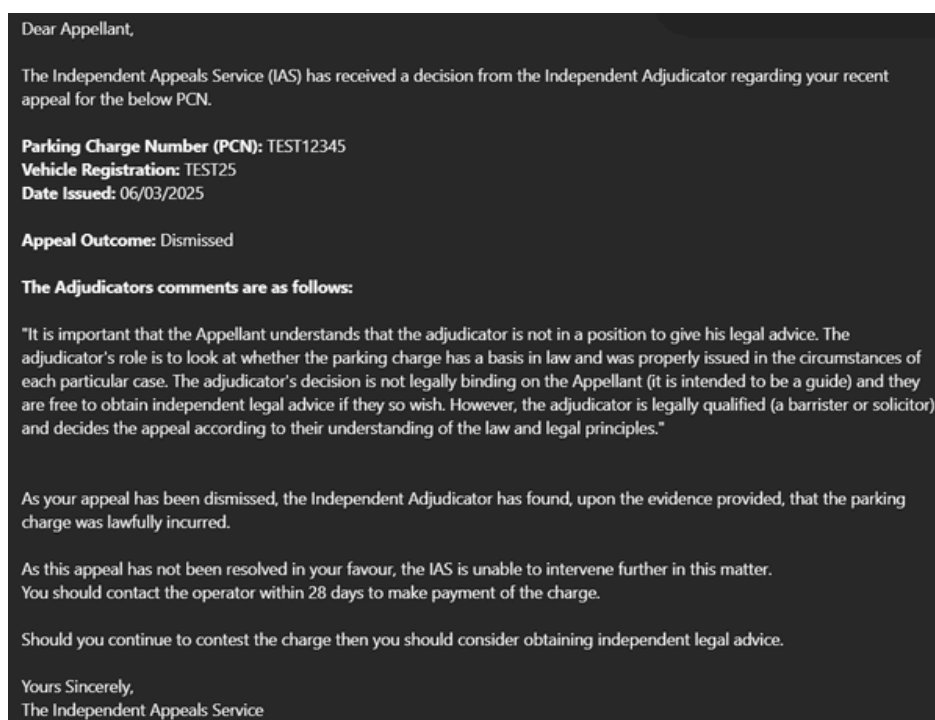
RECEIVING THE APPEAL DECISION

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



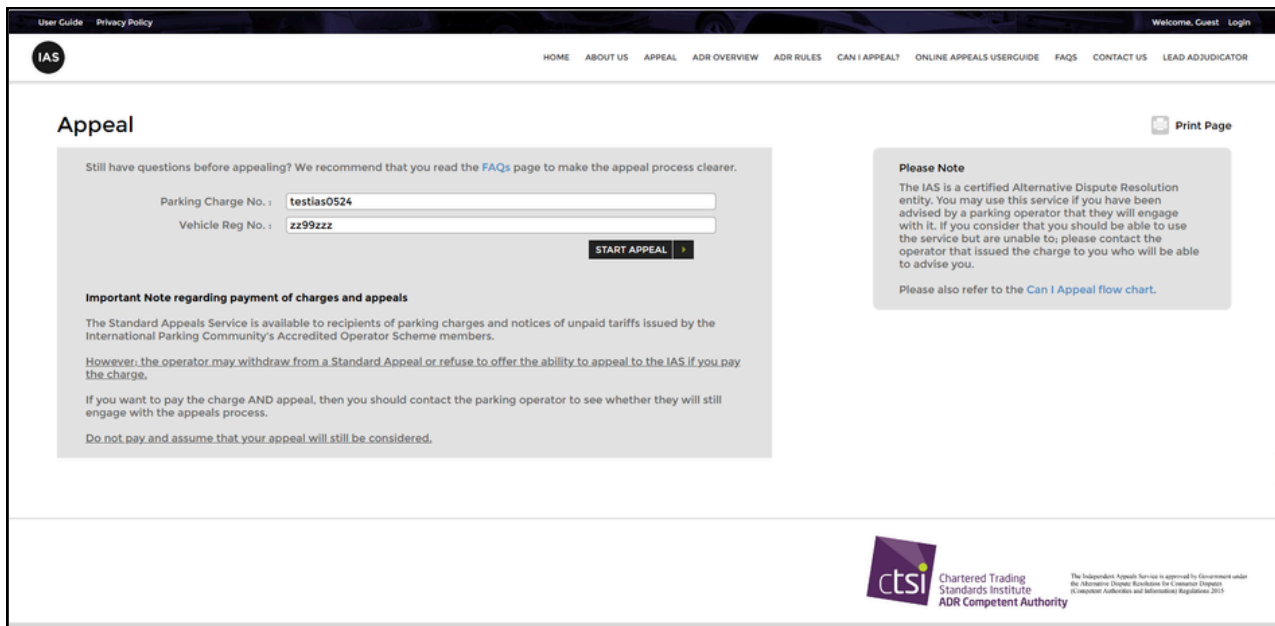


If you do not receive an email within the 28 working day time period please login to your IAS account and check your appeal through our appeals portal if there is no change please use our enquires section within the IAS portal to get in contact with a member of our team.

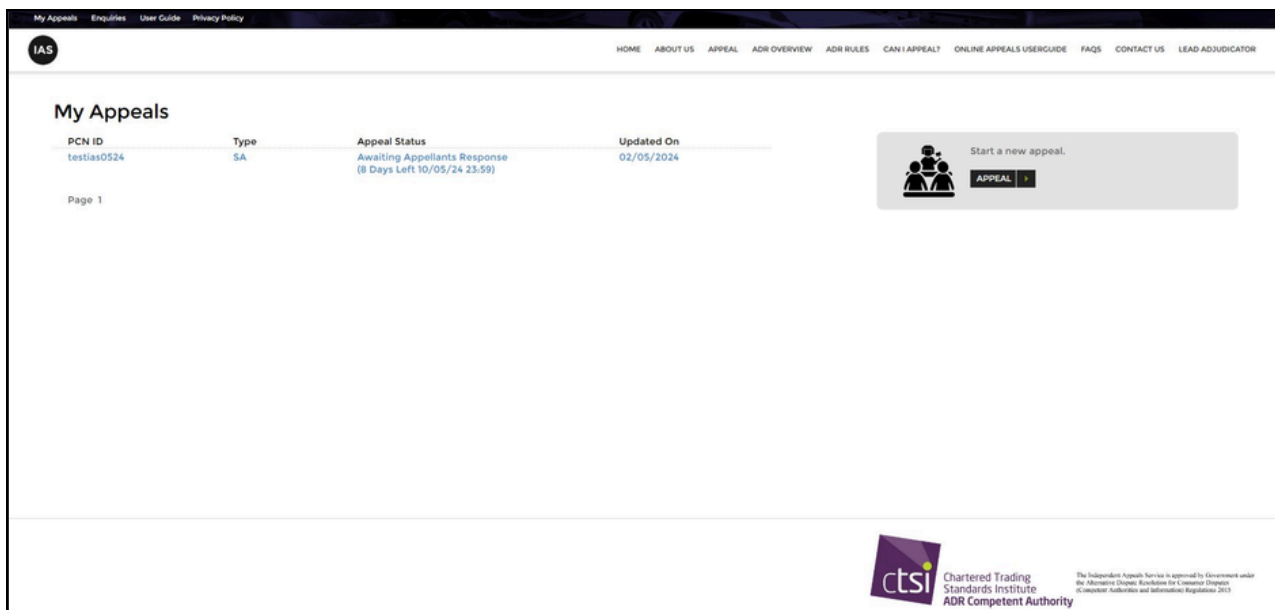


VIEWING ONGOING OR PREVIOUS APPEALS

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



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.





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*](#)

Forms

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 www.theIAS.org or upon request by emailing ADR@theIAS.org.

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 and decided the appeal is not valid or successful, and the original decision or outcome remains in place.