
Overview

This standard is about processing documentation and responding to statutory appeals against parking penalty charge notices (PCN), including those following a successfully filed statement of truth on grounds 1, 2, 3 or 4.

This standard covers the statutory appeals process. Parking charge notice appeals for which there is no statutory process are covered in standard 2: Administer challenges, representations and parking charge notice appeals.

This standard is for all employees involved in processing and responding to PCNs.

**Performance
criteria****Prepare case evidence**

- You must be able to:
- P1 record that you have received the statutory appeal notification or revocation order
 - P2 take action to suspend the enforcement process during the investigation
 - P3 check the details of the documentation you have received for accuracy and consistency and notify the appropriate person of any discrepancies
 - P4 make sure that you understand the grounds on which the customer is appealing or that the statement of truth has been filed
 - P5 comply with current organisational and legal requirements
 - P6 carry out work within the given deadline for the case

Investigate the case for statutory appeal and decide how to proceed

- You must be able to:
- P7 make sure all necessary evidence is present, accurate, valid and reliable
 - P8 identify and obtain any additional items of evidence that are needed
 - P9 where necessary, consult other people to obtain further information
 - P10 refer any matter which is beyond the limits of your responsibility to the appropriate person
 - P11 review all evidence; make and record a decision on the basis of the evidence
 - P12 make sure that the adjudicator and appellant or respondent are informed and that the decision has been recorded properly, when it has been decided not to contest the statutory appeal or the statement of truth
 - P13 comply with current organisational and legal requirements

Contest the statutory appeal

- You must be able to:
- P14 prepare a case summary in accordance with organisational guidelines and relevant codes of practice
 - P15 collate, label and present documentation in the format required by the appeals service
 - P16 make sure copies of documentation are provided to all relevant people
 - P17 make sure that you are prepared to respond to requests for further information

including when a statutory appeal is referred by an adjudicator to an independent person to consider mitigation

P18 be fully conversant with the case and compliant with the Code of Conduct for personal attendance, if you attend the hearing

Respond appropriately to the outcomes of the statutory appeal

You must be able to:

P19 update all records in accordance with organisational and legal requirements, on receiving notification of the outcome of the statutory appeal

P20 proceed with the case as appropriate to the outcomes of the statutory appeal

P21 review and consider the adjudicator's feedback; take appropriate actions

Knowledge and understanding

You need to know and understand:

- K1 the services for which you are responsible
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility
- K3 the rules that apply when you are dealing with statutory appeals
- K4 how to interpret Traffic Regulation Orders
- K5 the current legislation that applies when you are dealing with statutory appeals
- K6 the requirements of the Data Protection Act and its implications for your role
- K7 the specialist software used by your organisation for the recording and processing of statutory appeals
- K8 how to identify evidence that is sufficient, reliable and valid
- K9 what information has to be provided and how to check that it is accurate
- K10 the grounds on which someone may or may not appeal
- K11 the grounds on which someone may or may not file a statement of truth
- K12 the importance of acting within the given deadline for the case and the consequences of failing to do so
- K13 the limits of your responsibility in investigating statutory appeals and to whom matters outside your authority should be referred
- K14 what evidence is needed and why
- K15 how to identify and obtain evidence that you have not been provided with
- K16 who to consult if further information is needed
- K17 how to prepare a case summary
- K18 how to present a case summary and why it is important to present it in this way
- K19 how to prepare the documentation for a case that is not to be contested
- K20 your organisation's requirements for the presentation and organisation of documents for a statutory appeal hearing
- K21 how to prepare yourself for a hearing, if you have to attend one yourself
- K22 the Code of Conduct which regulates how to behave if you attend statutory appeal hearings yourself
- K23 the kinds of further information that might be requested
- K24 what actions to take to close a case
- K25 how to arrange for refunds of fees to be paid

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- K26 the records (paper and electronic) that need to be updated to record the outcome of the statutory appeal and how to do this
 - K27 who to inform of the outcomes of a statutory appeal and why
 - K28 the courses of action that are available to the appellant
 - K29 the courses of action that are available to the respondent
 - K30 what actions to take to reactivate the recovery process

Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology

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