



# Fenrir Parking Appeals Policy

## Our contact details

Fenrir Parking Management  
387 Edgware Road  
London  
NW2 6LH  
[info@fenrir-parking.co.uk](mailto:info@fenrir-parking.co.uk)

## What is the nature of our appeals process?

Fenrir Parking Management provides car park management services. In the event a Parking Charge is issued due to non-compliance with clearly displayed terms and conditions, motorists have the right to challenge the validity of that charge by submitting an appeal.

This policy outlines how appeals are received, investigated, and resolved. It does not cover complaints regarding organisational compliance with the Code of Practice, which are handled under our separate complaints procedure.

## How to appeal a Parking Charge

A motorist may submit an appeal through the following methods:

- **By Email:** [info@fenrir-parking.co.uk](mailto:info@fenrir-parking.co.uk)
- **Via Our Website:** [www.fenrir-parking.co.uk/appeals](http://www.fenrir-parking.co.uk/appeals)
- **By Recorded Post:** Fenrir Parking Management, Appeals Department, 387 Edgware Road, London, NW2 6LH

We recommend submitting appeals via email or online to minimise potential issues with postal delivery.



## Who can appeal a Parking Charge

Appeals can only be submitted by the individual who is currently *liable* for the Parking Charge. Liability is determined based on the type of notice issued and the legal status of the individual in relation to the vehicle at the time of the parking event. The table below outlines who is eligible to appeal under each circumstance:

Notice Issued?	Notice Type	Driver	Keeper	Hirer	Explanation
Yes	<b>NTD</b> (Notice to Driver)	✓	✗	✗	The driver is liable. Keeper and hirer are not involved at this stage.
Yes	<b>NTK</b> (Notice to Keeper)	✓	✓*	✗	The driver is liable if identified. If not, the keeper becomes liable after 28 days.
Yes	<b>NTH</b> (Notice to Hirer)	✓	✗	✓	Issued to the hirer if vehicle is leased or hired. Both hirer and driver may appeal.
No	<b>NTK</b>	✓	✓	✗	No NTD issued. Driver and keeper may be held liable.
No	<b>NTH</b>	✓	✗	✓	No NTD issued. Hirer and driver may be liable depending on provided evidence.

### Key:

- ✓ = Liable and eligible to appeal
- ✗ = Not liable and cannot appeal
- ✓\* = The keeper becomes liable if they fail to identify the driver within 28 days (unless the vehicle was reported stolen)

## Recording and acknowledging appeals

- Appeals must be submitted within **28 days** of the issue date.
- Appeals are recorded and stored securely.
- If an appeal is incomplete (e.g. missing name or address), a response will still be issued indicating the required information.
- While an appeal is active, **enforcement action is paused**.



## Appeals received after 28 days

We may consider late appeals in **exceptional circumstances**, including:

- Hospitalisation
- Travel abroad
- Postal errors not caused by the motorist

These must be supported by relevant evidence. If accepted, enforcement is paused and the 28-day appeal window is restarted. Failing to update the DVLA with a new address is not considered an exceptional circumstance.

## How we investigate appeals

Each appeal is reviewed by a trained handler and may include checks such as:

- Images or CCTV of the incident
- Evidence provided by the motorist
- Logs from payment systems
- Permit or Blue Badge validation
- Exemption or mitigation checks in line with the Code of Practice

Where required, we may request additional information. For example:

Scenario	Required Evidence
Incorrect VRM input	Copy of V5 or evidence of access to another vehicle
Emergency vehicle	Letter from service provider on headed paper
Breakdown service	Job log confirming time and location
Blue Badge use	Copy of valid badge + explanation
Valid permit/ticket presented late	Copy of relevant permit or ticket

## Decision timeframe

- We will respond to all appeals within **28 days**.
- If this is not possible, a holding response will be issued with a timeframe for conclusion.
- If the appeal is accepted, the charge is **cancelled**.
- Independent Appeals Service

Where an appeal is referred to the IAS and accepted, the Parking Charge will be cancelled. This outcome is binding and final on both the motorist and Fenrir Parking Management.

Motorists must submit their appeal to the IAS within 28 days of receiving a



rejection notice from us. After this timeframe, the right to escalate the appeal may be lost unless exceptional circumstances apply and are accepted by the IAS.

## Responding to appeals

Rejection letters will include:

- Date and time of contravention
- PCN reference and amount
- Contact information and payment instructions
- 14-day extended reduced payment offer (if original appeal was timely)
- Details of how to appeal to the IAS

Responses will address all relevant points raised by the appellant and will be clear, factual, and free from misleading or threatening language.

## Independent Appeals Service

Where an appeal is referred to the IAS and accepted, the Parking Charge will be cancelled. This outcome is binding and final on both the motorist and Fenrir Parking Management.

Motorists must submit their appeal to the IAS within 28 days of receiving a rejection notice from us. After this timeframe, the right to escalate the appeal may be lost unless exceptional circumstances apply and are accepted by the IAS.

Where an appeal is referred to the IAS and accepted, the Parking Charge will be **cancelled**. This outcome is binding and final.

## Corrective Action Following a Successful Appeal

When an appeal is upheld—either internally or by the IAS—Fenrir Parking Management may undertake the following corrective actions where relevant:

- Notify the landowner or managing agent of any errors that may have contributed to the invalid charge;
- Review and revise signage or payment infrastructure at the relevant site;
- Provide feedback and/or retraining to internal staff or third-party contractors;



- Update internal guidance or procedures to prevent recurrence of the issue;
- Where systemic issues are identified, escalate to senior management for policy revision.

Corrective actions taken will be recorded internally and monitored as part of our quality assurance process.

### Resuming enforcement

Following an appeal rejection:

- Enforcement will **not resume** until the IAS appeal period has ended.
- If an IAS appeal is also rejected, enforcement will resume no earlier than **28 days** after the decision.

### Record keeping

Appeal records are retained securely for a minimum of **36 months** and include:

- PCN reference
- Dates of appeal and decision
- Outcome of appeal
- Reason for acceptance (if applicable):
  - Mitigation
  - Incorrectly issued
  - Landowner request
  - Exemption
  - Goodwill
  - Other
- Site location including postcode