

Legion Parking - Appeals procedures and refund policy

If you wish to appeal against a parking charge, you should do so in the first instance within 28 days from the date of issue. Any appeals received after 28 days from the date of issue will not be considered. You must supply evidence as to why you believe you parked in compliance with the terms and conditions displayed on the contractual warning signs. Please clearly state your reason for appeal and include all evidence to support your appeal. All appeals are genuinely investigated and the decision to accept or reject an appeal is based on the evidence that is supplied. The appeals process can take up to 35 days from receipt of the appeal. When an appeal is received within 28 days of the issue date, the processing of the parking charge is placed on hold, a review is conducted and then the decision will be notified in writing to the appellant. During this period there is no escalation of the charge. You are not required to take any action after making an appeal until you get a response from the appeals department. Do not consider any appeal successful if no response is received. If after our appeals process your representation to us is rejected then details of how to appeal to POPLA - the independent appeals service will be made available to you.

Please ensure your appeal contains the following information. Failure to include this information may leave us unable to process it.

- Your PCN number
- Your full name, postal address and contact number
- Your vehicle registration number
- The date of the contravention
- Evidence to support your appeal

A parking charge is issued if a vehicle is parked in contravention of the advertised conditions on property we own, lease or have been contracted to patrol. Please be aware that our signage meets or exceeds the requirements of the British Parking Associations codes of conduct. If a parking charge notice is not paid we may obtain the registered keeper details from the DVLA with whom we have approved conditional access. Regulations made under the vehicle registration and licensing legislation provide that the DVLA may release vehicle particulars to anyone who can show reasonable cause. Your details may be passed to a third party Debt Recovery company authorised by legion group for the collection of any unpaid charges. Additional administration fees will be added to the original charge detailed above.

Appeal Methods

If you think you have grounds for an appeal please follow the procedure for making an appeal. Appeals for Parking Charges are not considered if payment has been received in full and the case has been closed. Further information about the appeals procedure can be found online at www.legiongroup.co.uk



We can only accept appeals in writing - please visit www.legiongroup.co.uk and follow the instructions to Appeal a PCN



Alternatively please send your appeal in writing to the following postal address:
FAO Parking Office, Suite 1A, Waterside Drive, Metro Centre East Business Park, Gateshead, NE11 9HU

Please note we are unable to process appeals via telephone.

Refunds

You may be eligible for a refund if the appeal decision is overturned by the landowner. To make a claim for a refund please email traffic.office@legiongroup.co.uk