

Car Park Management Service's (CPMS) Ltd
Dept 142
19 Lever Street
Manchester
M1 1AN



Appeals Policy

In the event that you wish to dispute the liability for this Parking Charge, within 28 days (beginning with the day after that, on which the notice was given), please provide your full name, address, vehicle registration number and Parking Charge reference number at the top of this notice providing your full reasons.

Appeals can be made to the address at the top of this Notice.

(Car Park Management Service's (CPMS) Ltd
Dept 142
19 Lever Street
Manchester
M1 1AN)

Or

By Emailing your appeal to appeals@cpmsmanchester.com

Appeal decisions should be provided within 28 days. Appeals made outside of the 28 day window will only be considered where exceptional circumstances meant that the original appeal could not be lodged within the normal timeframe.

In the event that your appeal is unsuccessful then we will provide you with the appropriate details enabling you to lodge an appeal to the Independent Appeals Service. **Details of the appeal procedure can be found at www.theIAS.org.** Appeals made within 14 days will be offered a further 14 days to pay the reduced rate if the appeal is unsuccessful.

Appeals made to the IAS will lose the right to pay at the reduced rate.

The Independent Appeals Service (www.theIAS.org) provides an Alternative Dispute Resolution scheme for disputes of this type. We will engage with the IAS Standard Appeals Service providing you comply with our internal appeals procedure as detailed herein and that thereafter you lodge an appeal to the IAS within 28 days of rejection.

If you do appeal and do not hear from us within 28 days then please contact us, do not assume that your appeal has been successful