

# PENALTY FARE APPEALS PROCESS



All appeals must be made in writing or by email and must be received within 22 days of the Penalty Fare Notice being issued. Customer will be informed in writing of the decision made. They will have a right to appeal within 14 days or they can decide to pay the Penalty Fare.

The first panel will consist of 2/3 Managers from Nottingham Trams Limited. Appeals must be received within 14 days following the date of rejection letter. Again, the customer will be informed in writing of the decision made. They will have a right to make a final appeal within 14 days or they can decide to pay the Penalty Fare.

The Independent appeal panel will review the final appeal. Appeal must be received within 14 days following the date of the further rejection letter. Decisions made by this panel are final and customers will be informed in writing.

If at the end of the appeal process the decision is that payment must be made, this must be paid within 7 days.

