

James Wyness
% Faraway,
Honeyfield Road,
Jedburgh,
Roxburghshire,
TD8 6JN

The IAS,
PO Box 662,
Macclesfield,
SK10 9NR

Complaint

UK Parking Patrol Office
Reference Number: 808440
Vehicle Registration: A016CYV
Issue date: 13 January 2023

Dear IAS,

this is not an appeal but a complaint referring to a parking charge notice issued to my wife, Alison Wyness, the owner of the vehicle in question, by UK Parking Patrol Office (PP) on 13 January 2023. The reason given was 'Dropping Off/Picking Up In A Restricted Area'. I am the other registered driver, ie the person PP have been trying to contact.

Because of postal strikes and other personal issues, my wife chose to respond by email to the charge. She did this by appeal, primarily stating she wasn't the driver of the vehicle and offering an email to contact me. The reason for this is that because of my work in remote areas of the near and middle east, at times disaster areas, I'm often out of reach of postal mail and on the move. A fixed address is therefore unsuitable hence the offer of a reliable email with which PP could contact me and a forwarding address given. PP entered into email correspondence without any objection. Because of data protection regulations around my details my wife asked PP to issue a formal request for my contact details by email and this was issued by them. However PP chose not to contact me by email, stating that they don't correspond by email, when in fact they have been doing so regularly. They continued to issue threatening letters which cause my wife, a busy working professional, stress and anxiety. This is the first matter of complaint - a lack of co-operation and a hostile approach to dealing with people. This is entirely unacceptable. Threatening letters are unnecessary.

Of greater concern is the fact that the PCN has been incorrectly issued. There are two photographs on the original PCN. In one there is no visible registration so no way of determining whether the vehicle is my wife's or anyone else's for that matter. I established by phone with PP that a legible registration is the only way in which a vehicle can be identified and here it clearly cannot. My understanding therefore is that you can't issue parking notices relating to vehicles where the registration isn't legible. In the second photograph one of the letters/numbers is arguably unclear. Furthermore, and of critical importance, there's nothing in that image which proves conclusively that the vehicle is

either stationary or in motion. I cannot understand how one can issue parking notices for vehicles in motion.

Furthermore my wife was not allowed to appeal any of this. She attempted to do so by email and the email appeal was deemed acceptable. This was nonetheless rejected on the grounds that (in PP's own words) *'The parking charge notice was issued on the 13th of January 2023, and we received your appeal on 5th February 2023. Our letter states that an appeal needs to be submitted within 21 days of the notice given, i.e.: the issued date.'* However, PP's own letter of 13 January contains regulations or guidelines (whatever they are) stating that *'This notice is deemed to have been given to you the second working day after the Date of Sending above'*. The Date of Sending is stated as 13 January 2023, a Saturday. Two working days (the commonly held understanding is that 'working days' are weekdays) after that is 17 January. If we calculate the days from 17 January to 5 February, when PP claim to have received the appeal, there are twenty days in total, ie less that twenty-one days. The rejection of my wife's appeal was erroneously issued and from advice that I've received this would seem to invalidates PP's whole case. Again in a phone conversation with PP I tried to point this out and was told that it's a 'matter of interpretation'. This is of course completely inaccurate as we have their own guidelines in writing and there's no 'interpretation' when it comes to counting up to 21. I would politely request your professional judgement on this part of my complaint.

In edition to this my wife wrote a letter of complaint to PP and didn't receive a written reply. I would have thought that a written letter of complaint required a written reply and would like to complain that this was never issued.

Finally and before I head off again on work commitments, I will be providing PP, at their request, with a forwarding address for me. However before any of this unfolds my complaint stands because in my view their case was flawed from the outset, ie an invalid PCN for the reasons given and in its continuation, with a wrongful rejection of an appeal, not to mention the threatening and harassing nature of their written correspondence. Again I politely request your judgement on these matters. Thank you.

Yours Sincerely,

Dr James Wyness.

24 March 2023