

SCHEDULE 2 – Appendix 29
Written PCN Enquiries

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1 WRITTEN PCN ENQUIRIES

1.1 Process and Procedures

- 1.1.1 The Enforcement Operations Service Provider is required to process all written PCN Enquiries and Complaints. All Enquiries and complaints must have an appropriate response sent to the Customer.
- 1.1.2 All written Enquiries including electronic Enquiries that are received outside of the formal Representation process should be handled in accordance with this document.
- 1.1.3 Any response must address all the points made in the Enquiry, advise the Customer of the options available to them and what actions will be taken if they do not follow on these actions.
- 1.1.4 Any response must reference all the PCNs mentioned within the original Enquiry and any further relevant PCNs.
- 1.1.5 TfL may amend this policy and the Enforcement Operations Service Provider shall implement any such change within forty eight (48) hours of notification in writing by TfL to the Enforcement Operations Service Provider of the required change. All such changes shall not constitute a Change through the Change Control Request Procedure and shall not incur any additional cost to TfL.
- 1.1.6 PCN payment Enquires must be handled in accordance with appendix 24 - Criteria for Dealing with Representations.

Written PCN Enquiry Charge Certificate issued	Process	Decision	
		Yes	No
Step 1	Does it qualify as a late Representation? (See appendix 24 - Criteria for Dealing with Representations).	Process as a Representation.	Go to step 2.
Step 2	Was PCN issued due to either Service Provider or any of the Other service provider's errors?	Cancel PCN and inform Customer why PCN was cancelled. (refund any monies paid if appropriate).	Go to step 3.
Step 3	Does the Customer State that he or she was not the Registered Keeper / Person Liable and has the Customer provided any of the following evidence? <ul style="list-style-type: none"> • bill of sale/receipt; • DVLA confirmation; or • valid hire agreement (see appendix 24 - Criteria for dealing with Representations) 	If evidence has been provided: <ul style="list-style-type: none"> • update the Registered Keeper / Person Liable details reissuing PCN to new Registered Keeper/ Person Liable; • advise Customer that he or she is now not liable; and • Advise Customer of formal Representation period should he or she receive PCNs. 	No evidence provided - advise Customer of the following: <ul style="list-style-type: none"> • source of the Registered Keeper/ Person Liable details; • explain PCN timeline (including the dates relevant to this PCN) and that it is now too late to transfer liability; • explain that the Customer's options are either: <ul style="list-style-type: none"> i) to pay; or ii) to make a Statutory Declaration

Written PCN Enquiry Charge Certificate issued	Process	Decision Yes	Decision No
			(detailing grounds); and what action will be taken if Customer does not follow the advice given.
Step 4	Where the Customer is stating other reasons why he or she is not liable for the PCN.	Advise Customer of the following: <ul style="list-style-type: none"> • now too late to contest the PCN; • explain PCN timeline (including the dates relevant to this PCN); • Explain that the Customer's options are either to: <ul style="list-style-type: none"> i) pay (full amount); or ii) make a Statutory Declaration (detailing grounds). Explain what action will be taken if the Customer does not follow the advice given 	
Written PCN Enquiry Order for Recovery Issued	Process	Decision Yes	Decision No
Step 1	Does it qualify as a late Representation (see appendix 24 - Criteria for Dealing with Representations)	Process as a Representation.	Go to step 2.
Step 2	Was PCN issued due to either Service Provider or any of the other service provider's errors?	Cancel PCN and inform Customer why PCN was cancelled (refund any monies paid if appropriate).	Go to step 3.
Step 3	Where the Customer is stating other reasons why he or she is not liable for the PCN.	Advise Customer of the following: <ul style="list-style-type: none"> • now too late to contest the PCN; • explain PCN timeline (including the dates relevant to this PCN); • Their options are either to: 	

Written PCN Enquiry Charge Certificate issued	Process	Decision Yes	Decision No
		i) pay (full amount); or ii) make a Statutory Declaration (detailing grounds); Explain what action will be taken if the Customer now does not follow the advice given.	
Written PCN Enquiry Warrant Issued	Process	Decision Yes	Decision No
Step 1	Is the Complaint about the conduct of the Bailiff?	Escalate to PMA.	Go to step 2.
Step 2	Was PCN issued due to either Service Provider or any of the other service provider's errors?	Cancel PCN (refund any monies paid if appropriate) and instruct the Bailiff to return the Warrant of Execution.	Go to step 3.
Step 3	All other Enquiries.	Advise Customer of the following: <ul style="list-style-type: none"> • now too late to contest the PCN; • explain PCN timeline (including the dates relevant to this PCN); • Customer must contact the Bailiff to make payment; • Bailiff's contact details; and • how Customer can obtain a copy of the letter to be sent to the Bailiff. 	