

**SCHEDULE 2 – Appendix 28**  
**Appeal Non-Contest Codes**

**Table of Contents**

Categories and Reason Codes.....2  
Non-Contest Reasons.....3  
Non-Contest Categories.....4

## **1. CATEGORIES AND REASON CODES**

The Service Provider shall record the ground(s) upon which the Appeal is being made and if it is a Clamp and Removal Appeal.

The Service Provider shall also record in the Enforcement Operations System the reason(s) and category for an Appeal to be non-contested.

The Enforcement Operations System shall have the ability to add to this list as and when requested by the TfL without resort to the Change Control Request Procedure.

The categories are not limited to those shown in section 3 (Non-Contest Categories) of this Appendix 28.

For each category the Service Provider shall also record a reason for it being non-contested.

## 2. NON-CONTEST REASONS

The reasons are:

<b>Congestion Charging Service Provider errors:</b> These should be recorded because:
Technical reason (system failure, missing image).
Inadequate Representation investigation (evidence was available which would have allowed the Representation to be accepted).
Poor quality or inaccurate Notice of Rejection was sent.
Cannot complete the Appeals Pack.

<b>Core IT System errors:</b> These should be record because:
On investigation the evidence shows that an error was made by the Core IT System. (This evidence could not have been known at the Representation stage).

<b>New evidence:</b> These should be recorded because:
The Appellant has provided new evidence, which was not available to the Service Provider at the Representation stage.

<b>Balance of probabilities:</b> These should be recorded because:
On review of the evidence and in consultation with TfL it is decided not to contest the Appeal, this may be because of mitigating circumstances or a policy decision.

### 3. NON-CONTEST CATEGORIES

The table below shows the categories that should be recorded for non-contesting an Appeal as well as the Reason Codes available for recording against an Appeal.

For example, an Appeal may be non-contested as a hire company may have provided new evidence or it might be non-contested because the hire company provided the correct information at Representation stage but due to a Service Provider error the Representation was rejected.

Category	Reason: Fault (for each reason the Service Provider shall record to whom the error is attributable, if it is new evidence or if the Appeal is being non-contested due to the balance of probabilities)			
	Congestion Charging Scheme Service Provider	Core IT System	New evidence	Balance of probabilities
Unable to print Evidential Record	✓	✓		
Representation unavailable	✓	✓		
Poor quality Notice of Rejection	✓	✓		
Misread	✓			✓
Blue Badge Holder Account error	✓	✓	✓	
Resident Account error (Business Operations System has not set up the account correctly)	✓	✓	✓	
Fleet Account error (error is identified, Business Operations System has not set up the Account correctly)	✓	✓	✓	
9 Seater Vehicle (Business Operations System has not set up the Account correctly)	✓	✓	✓	

Category	Reason: Fault (for each reason the Service Provider shall record to whom the error is attributable, if it is new evidence or if the Appeal is being non-contested due to the balance of probabilities)			
	Congestion Charging Scheme Service Provider	Core IT System	New evidence	Balance of probabilities
PCO (Vehicle was registered with PCO)	✓	✓	✓	
Hire Company	✓		✓	
Not the Registered Keeper / Person Liable	✓		✓	
Stolen	✓		✓	
Potential Ringer / Clone	✓		✓	✓
IVR problem	✓	✓	✓	
SMS problem	✓	✓	✓	
VRM entry error	✓	✓	✓	✓
Contact Centre error		✓	✓	✓
PCN already cancelled	✓			✓
Service Provider request	✓	✓	✓	✓
TfL request	✓	✓	✓	✓
Other	✓	✓	✓	✓