

## 330 Administer the appeals process

### Summary

Process documentation and respond to appeals against Parking Penalty Charge Notices

You will apply the following skills:

- Recording
- Quality checking
- Managing time
- Analysing
- Researching
- Problem solving
- Decision making
- Communicating
- Organising
- Presenting yourself
- Evaluating

### Performance Indicators

You will:

#### Prepare case evidence

1. Record that you have received the appeal notification
2. If necessary, take action to suspend the enforcement process during the investigation
3. Check the details of the documentation you have received for accuracy and consistency and notify the appropriate person of any discrepancies
4. Make sure that you understand the grounds on which the customer is appealing
5. At all stages comply with current organisational and legal requirements
6. At all stages carry out work within the given deadline for the case

#### Investigate the case for appeal and decide how to proceed

7. Make sure all necessary evidence is present, accurate, valid and reliable
8. Identify and obtain any additional items of evidence that are needed
9. Where necessary consult other people to obtain further information
10. Refer any matter which is beyond the limits of your responsibility or competence to the appropriate person
11. Review all evidence and make and record a decision on the basis of the evidence
12. Where the decision is not to contest the appeal, make sure that the adjudicator and appellant are informed
13. At all stages, comply with organisational and legal requirements

#### Contest the appeal

14. Prepare a case summary in accordance with organisational guidelines and relevant codes of practice
15. Collate, label and present documentation in the format required by the people who will use it
16. Make sure copies of documentation are provided to all relevant people
17. Make sure that you are prepared to respond to requests for further information
18. If you attend the hearing, ensure that you are fully conversant with the case and that you comply with the Code of Conduct for personal attendance

#### Respond appropriately to the outcomes of the appeal

19. On receiving notification of the outcome of the appeal, update all records in accordance with organisational and legal requirements
20. Proceed with the case as appropriate to the outcomes of the appeal
21. Review and consider the adjudicator's feedback, and take appropriate actions

**Knowledge**

You will know:

1. The administrative services that you are responsible for
2. Your organisation's policies, procedures and constraints that affect administrative services in your area of responsibility
3. The rules that apply when you are dealing with appeals (e.g. Codes of Conduct, Code of Practice)
4. The current legislation that applies when you are dealing with appeals (e.g. Road Traffic Act)
5. The specialist software used by your organisation for the recording and processing of appeals
6. How to identify evidence that is sufficient, reliable and valid
7. What information has to be provided and how to check that it is accurate
8. The grounds on which someone may appeal
9. The importance of acting within the given deadline for the case, and the consequences of failing to do so
10. What the limits of your responsibility in investigating appeals are, and to whom matters outside your authority should be referred
11. What evidence is needed, and why
12. How to identify and obtain evidence that you have not been provided with
13. Who to consult if further information is needed
14. How to prepare a case summary
15. How to present a case summary, and why it is important to present it in this way
16. How to prepare the documentation for a case that is not to be contested
17. Your organisation's requirements for the presentation and organisation of documents for an appeal hearing
18. How to prepare yourself for a hearing, if you have to attend one yourself
19. The Code of Conduct which regulates how to behave if you attend appeal hearings yourself
20. The kinds of further information that might be requested
21. What actions to take to close a case
22. How to arrange for refunds of fees to be paid
23. The records (paper and electronic) that need to be updated to record the outcome of the appeal, and how to do this
24. Who to inform of the outcomes of an appeal, and why
25. The courses of action that are available to the appellant
26. What actions to take to reactivate the recovery process