Penalty Fare Appeals Process

All appeals must be made in writing or by submitting an appeals form which can be obtained from thetram.net/appeals. Appeals must be received within 22 days of the Penalty Fare Notice being issued. Customers will be informed in writing of the decision made. They will have the right to re-appeal within 14 days or they can decide to pay the penalty fare.

Review completed by appeals team

Customer Appeal upheld

YES

NO

2nd appeals will be reviewed by the customer experience managers from Nottingham Trams Limited. Appeals must be received within 14 days following the date of rejection. Again, the customer will be informed in writing of the decision made. They will have the right to make a 3rd and final appeal within 14 days or they can decide to pay the penalty fare.

Review completed by Customer Experience Managers

Customer Appeal upheld

YES

NO

Penalty Fare Notice cancelled and any payments made will be refunded

3rd appeals will be reviewed by an independent panel. Appeal must be received within 14 days following the date of the 2nd rejection letter or email. 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.

Independent Appeals panel review outcome

Customer Appeal upheld

YES

NO

Penalty Fare paid within 7 days