

# 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](https://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.

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.

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.

Review completed  
by appeals team

Customer  
Appeal upheld

YES

NO

Review completed  
by Customer  
Experience Managers

Customer  
Appeal upheld

YES

NO

Independent Appeals panel  
review outcome

Customer  
Appeal upheld

YES

NO

Penalty Fare paid  
within 7 days

Penalty Fare Notice  
cancelled and any  
payments made will  
be refunded