Court and debt payment process

A Penalty Fare Notice of £70 must be paid within 22 days from the day after it's been issued.

A reminder notice will be sent at 14 days if payment is not received.

After 22 days an internal review will be carried out to determine if the customer who hasn't paid the Penalty Fare Notice is to be sent to court.

Prosecution through court - a letter of intention will be sent to the customer advising of the next steps.

Court paperwork will be prepared for prosecution of Byelaw offence with a maximum fine of £1,000 and costs of £150.

If no payment received 14 days notice will be advised in writing

If still no payment received at day 23, a £25 administration charge will be applied and the case will be escalated to the Magistrates Court

Court summons issued

Found guilty at court

Found not guilty at court

Court issues fine of up to £1000 plus costs













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.

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 **YES** Appeal upheld NO Review completed by Customer **Experience Managers Penalty Fare Notice** cancelled and any Customer YES payments made will Appeal upheld be refunded NO Independent Appeals panel review outcome Customer **YES** Appeal upheld NO Penalty Fare paid within 7 days













Revenue protection and penalty fare process













