



## Form for Complaint Concerning Clamping

If you wish to make a complaint concerning a parking controller or a clamping operator, please **complete** this form and return it to:

Clamping Regulation Section,  
National Transport Authority,  
1<sup>st</sup> Floor,  
Dún Scéine,  
Harcourt Lane,  
Dublin 2.

or send it by e-mail to:-

[clamping@nationaltransport.ie](mailto:clamping@nationaltransport.ie)

Please carefully read the notes at the end of this form before completing it

Version: October 2017

## Form for Complaint Concerning Clamping

Your Name:

First Name:

Surname:

Your Postal Address:

Your Postal Address Eircode:

Your E-mail Address:

Would you like to correspond with the National Transport Authority (NTA) regarding your complaint via e-mail (please tick one)?

Yes

No

Your Daytime Phone Number:

Your Mobile Phone Number:

Registration Number (of the vehicle concerned, if applicable):

Date of Incident:

Location where the Incident Occurred:

Name of Parking Controller or Clamping Operator:

Clamping Notice Number (if applicable):






*Note: if photographs are included, please indicate the date and time they were taken, if this information is not printed on the images*

**Declaration (which must be signed):**

I wish to make a complaint, the details of which are contained in this form, to the National Transport Authority (NTA). I have read all the notes (1 to 5 inclusive) at the end of this form and the note on personal information immediately below this paragraph.

**Note on Personal Information:** *If you choose to submit personal information to us for the purpose of a complaint, we will only use that information in line with the purpose for which you provided it. We will only share your details with another agency if it is required by law in the pursuance of your complaint. We will retain your data for a period of three (3) years. The NTA does not collect personal data for commercial purposes.*

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Notes:**

1. The form **should be completed in full**. Submission of an incomplete form or of inaccurate information may delay the consideration of the complaint.
2. The completed form must be submitted **within 60 days** of the date of the incident or incidents being complained of.
3. All relevant supporting documents (copies only) should accompany this form.
4. You may include additional pages if there is insufficient space on the form to accommodate all the information you wish to provide in support of your complaint.
5. In submitting this form to the NTA, you are consenting to the NTA accessing, viewing and considering the records, images, data and files of the relevant parking controller with regard to the matters which are the subject of the complaint and to the NTA making contact with you, as necessary, in order to facilitate the processing of your complaint. If there is a method of contact with you which you do not wish the NTA to make use of, please state this clearly in the “Details of Complaint” section of the form.