



Vehicle Clamping Act 2015

Appeals Procedure

December 2021

1. Introduction

The Vehicle Clamping Act 2015 provides for the regulation by the National Transport Authority (NTA) of vehicle clamping activities throughout the State. Among the matters included in the Act is the establishment of an Appeals Procedure (or Procedure) to determine appeals from persons whose vehicles have been clamped or relocated.

The NTA has put in place this Procedure in accordance with the Act and all parking controllers are required to fully adhere to the provisions of the Procedure.

There is no fee payable by any person who wishes to lodge an appeal in accordance with this Appeals Procedure.

A person whose vehicle has been clamped in a clamping place or relocated within or from a clamping place may appeal against the decision to clamp or relocate the vehicle.

A two-stage appeals procedure is in operation; the appellant makes an initial appeal to the parking controller and, if not satisfied by the outcome of that appeal, may submit a further appeal to the Clamping Appeals Officer, who is a person appointed by the NTA to deal with clamping appeals.

2. Glossary of Terms

“Act” means the Vehicle Clamping Act 2015;

“clamp” means a device or appliance designed or adapted for fixing to a vehicle for the purpose of preventing it from being driven or otherwise put in motion;

“clamping” means fixing a clamp to a parked vehicle;

“clamping activities” means, clamping, removing a clamp from a vehicle, relocating a vehicle and imposing charges;

“clamping notice” means a notice affixed to a vehicle in accordance with section 13 of the Act;

“clamping place” means a statutory clamping place or a non-statutory clamping place, or both, as the case may be;

“parking controller”, in relation to a clamping place, means the person who as regards that clamping place is responsible for enforcement of the law or rules applicable to parking in that place, but does not include a member of An Garda Síochána or a traffic warden authorised in that behalf; and

“relevant charge” means a clamp release charge or a relocation charge or both.

In this document, where a masculine pronoun is used it may also refer to the feminine and vice versa as the case may be.

3. Appeals to the Parking Controller (First-Stage Appeals)

3.1. Introduction

Any person who wishes to make an appeal against an incidence of clamping activity undertaken in respect of a vehicle owned or under his or her control must make an appeal, in the first instance, to the parking controller involved in the clamping of the vehicle. Details of the parking controller's appeals procedure (including the correspondence address of the parking controller) are provided on the clamping notice and are available from the parking controller. The NTA will assist any person who requires information on how to contact a parking controller in accordance with this Procedure.

3.2 First- Stage Appeal to the Parking Controller

On request to a parking controller, a printed form of the procedures in place for the purposes of making an appeal will be made available by the parking controller free of charge to any person whose vehicle has been clamped in a clamping place or relocated within or from a clamping place.

The appeal to the parking controller must –

- Be in writing and be posted, hand-delivered to the address of the parking controller or e-mailed or otherwise submitted by electronic means to the parking controller;
- Be submitted no later than 60 days from the date of the occurrence of the clamping activity being appealed;
- Give the name, full postal address, email address (if any) and telephone number of the person making the appeal;
- State the registration number of the vehicle involved;
- Include the date of the clamping incident;
- Provide an adequate description of the location where the incident occurred;
- State clearly the grounds of the appeal; and
- Include any documentation (e.g. witness statements, photographs, video recordings, parking tickets or receipts, doctor's certificate, maps, plans) considered relevant by the person making the appeal. The appellant should submit only copies of such documentation as submissions may not be returned. The appellant should retain all original documents.

3.3 Determination by Parking Controller

The parking controller will consider the matter, make his determination and issue written confirmation of this to the appellant within 21 days of receipt of the appeal.

The parking controller may make one of the following determinations –

- The appeal is allowed and the decision to clamp or relocate the vehicle is revoked;
- The appeal is not allowed; or
- The appeal is not allowed and the decision is confirmed, but having regard to the circumstances, a decision is made to refund the relevant charge in full or in part.

Where the determination is that the appeal is allowed, or the appeal is not allowed but a full or partial refund of the relevant charge is decided, the appropriate refund must be made by the parking controller to the appellant or the person who paid the charge, as appropriate. This payment should be made at the same time as the notification of the result of the appeal is sent to the appellant.

Where the determination is that the appeal is not allowed or is not allowed but a decision is made to issue a partial refund, the parking controller must include adequate information on how the matter may be appealed to the Clamping Appeals Officer in the written notification to the appellant of the appeal decision.

3.4 Records

The parking controller will retain all records relating to appeals received by the parking controller (1st stage appeals) for a period of not less than 3 years from the date the appeal was determined. These records may be retained in electronic form only.

4. Appeals to the Clamping Appeals Officer (2nd Stage Appeals)

4.1 Introduction

A person who is dissatisfied with the outcome of an appeal to a parking controller may make a further appeal to the Clamping Appeals Officer not later than 30 days after receipt of the parking controller's determination. The Clamping Appeals Officer has been designated by the NTA to independently examine and determine all 2nd stage clamping and relocation appeals.

The Clamping Appeals Officer carries out his functions entirely independently of both the parking controller and the NTA and his determinations and orders are guided by the statutory obligations of the parties concerned and the principles of impartiality, fairness and consistency of approach.

The Clamping Appeals Officer can only deal with an appeal which has already been determined by a parking controller. A parking controller is required to accept the determination of the Clamping Appeals Officer in every instance.

4.2 Making a Second-Stage Appeal to the Clamping Appeals Officer

A second stage appeal may be submitted to the National Transport Authority for determination by an independent Clamping Appeals Officer, in accordance with Article 21 of the Vehicle Clamping Act 2015. An appeal may be submitted by completing the electronic online form (available at <https://clampingregulation.nationaltransport.ie/Appeal/>) or by requesting a blank form which once completed (in English or Irish) can be submitted via email to clampingregulation@nationaltransport.ie or by post to:

Vehicle Clamping Regulation Section, National Transport Authority, 1st Floor, Dún Scéine, Harcourt Lane, Dublin 2.

If you wish to receive correspondence via email, please ensure that the email address clampingregulation@nationaltransport.ie is added to your address book to avoid correspondence entering your junk/spam email folder.

Prior to submitting a second stage appeal, a first stage appeal must, in the first instance have been submitted and processed by the Parking Controller. A second stage appeal must be received by the NTA within 30 days of receipt of the letter of determination (decision letter) outlining the outcome of the first stage appeal.

When submitting a second stage appeal for determination by a Clamping Appeals Officer, it must include the letter of determination received from the parking controller. Submissions may also include witness statements, photographs, video recordings, parking tickets or

receipts, doctor's certificate, maps, plans etc. Only copies of such documentation should be sent as part of submissions.

The submission of supporting information via the online form and by email as part of a written submission is restricted to the following formats: JPEG, GIF, ING, IMG, MP3, MP4, MOV, PDF, PNG, DOCX & MSG. The total maximum file size for receiving additional information via the online form is 50 MB and a maximum size limit of 35MB for submission of a written appeal submitted via email. Portable media can also be facilitated subject to the applied antivirus measures. It is requested that files are attached to email submissions and not embedded in emails. The NTA email server will automatically reject emails incorporating files in EXE, DLL or MSI formats. The NTA server will also reject emails which contain other emails. The NTA will not accept responsibility for the non-receipt of second-stage appeal submissions which do not adhere to the above guidelines.

The Vehicle Clamping Regulation Section will endeavour to issue a formal acknowledgement of receipt of the appeal to the appellant within 5 working days of its receipt. However, this timeframe may on occasion be impacted by submission volumes.

4.3 Second-Stage Appeal Process

The appeal will be treated confidentially and considered objectively by the Clamping Appeals Officer, who will not have regard to the decision of the parking controller in the matter. The Clamping Appeals Officer will explore fully all relevant issues and documentation provided by the person making the appeal (including submissions made at the 1st stage appeal) and where he deems it necessary will carry out site inspections and/or interviews with the personnel involved in the clamping or relocation.

The Clamping Appeals Officer may also request additional information or evidence from the appellant to support specific claims, for example a letter from a doctor, clinic or hospital, copy of disabled parking permit or a letter from a garage and he will specify a reasonable period within which this information or documentation should be submitted. The Clamping Appeals Officer may also request the parking controller to submit additional relevant information or documentation within a reasonable period.

The Clamping Appeals Officer may, at his absolute discretion, decide to interview the appellant, witnesses or representatives of the parking controller or the clamping operator, or he may consider that this is not necessary. There will be no obligation on the Clamping Appeals Officer to provide a personal hearing in any case.

Failure on the part of any party to comply with reasonable requests from the Clamping Appeals Officer may adversely affect the consideration of the appeal with regard to that party and/or delay the making of a determination.

The Clamping Appeals Officer, when considering appeals, may have regard to any previous incidences of appeals concerning the particular location, the parking controller, the clamping operator or the appellant or other such matters, if he considers these to be relevant to the appeal under consideration. Complex cases may be jointly determined by more two or more Clamping Appeals Officer.

4.4 Appeal Determination

On receipt of the appeal and any further requested information and/or documentation, the Clamping Appeals Officer will consider the matter, make their determination in writing (in hard copy or electronic form or in both forms) and issue written confirmation of this, together with his reasons, addressing each of the substantive grounds of appeal, to both the appellant and the parking controller within 42 days of:

- receipt of the appeal; or
- receipt of additional requested information/documentation; or
- the expiry of the period for receipt of additional requested information/documentation,

whichever is the later.

The Clamping Appeals Officer may make one of the following determinations –

- The appeal is allowed and the decision to clamp or relocate the vehicle is revoked;
- The appeal is not allowed and the decision is confirmed.

The Clamping Appeals Officer may also make an order as to costs that they may consider appropriate in the circumstances.

Where the determination is that the appeal is allowed, or the appeal is not allowed but a full or partial refund of the relevant charge is recommended, the appropriate refund must be made by the parking controller to the appellant no later than 14 days following the making of the decision and no administrative fee or other deduction may be applied to the amount refunded.

Where the Clamping Appeals Officer has made an order as to costs, this order is to be complied with by the relevant party or parties no later than 14 days following the making of the decision or such other period as the Clamping Appeals Officer may set out in his order.

The Clamping Appeals Officer may not hear a clamping or relocation appeal where court proceedings have been brought for unlawful parking until after the proceedings have been withdrawn or concluded. If these proceedings are heard but are dismissed or unsuccessful, the relevant charge must be refunded.

The Clamping Appeals Officer's determination in the case of appeals will be final and there will be no further avenue of appeal under this Procedure. Following notification of the

determination, the NTA will not enter into further correspondence with either party in the matter. The determination does not, however, preclude any party from exercising statutory rights and accessing the courts system.

4.5 Records

The NTA will retain all records relating to 2nd stage appeals received for a period of not less than 3 years from the date the appeal was determined. These records may be retained in electronic form only.

4.6 Determination of an Appeal

After you have been informed of the outcome of your appeal, the Vehicle Clamping Regulation Section may be able to provide additional information, as to how the Clamping Appeals Officer made the determination on your appeal. However, please note, the determination of an appeal by a Clamping Appeals Officer is final and the determination cannot be reversed. If you are unhappy with NTA's response relating to your appeal you have the option of making a complaint to the [Office of the Ombudsman](#). The outcome of an appeal does not preclude you from exercising your statutory rights in pursuance of this matter.