

Appeal Procedure for Disabled Persons' Parking Permit Applications

Please note:

There is no legal requirement for local authorities to have an appeals procedure in place if someone disagrees with their application being rejected on the grounds of eligibility. However we do have an internal procedure in place to deal with a review, if it is felt that not all of the relevant information was taken into account. Unsuccessful applicants can write to seek a review of their unsuccessful application by a senior manager within the relevant department.

Parking Services Team

Any Disabled Persons' Parking Permit Applicant (whether for a new Permit, a re-issue, or a replacement following loss of a Permit) will be contacted either in writing, by telephone or e-mail if there is any discrepancy in material supplied or apparently supplied (provided there is a reasonable possibility of resolving the discrepancy) in an attempt to obtain the information necessary to enable the Blue Badge Processing Officer to make a decision on the application.

If the Applicant contacts the Parking Services Team and states that he/she has difficulty understanding or completing the application form, the Applicant will be invited to receive guidance and assistance in completing the form.

Qualification for a Disabled Persons' Parking Permit is determined by directly applying the statutory guidelines to the documentation supplied by the Applicant. This means that all officers involved in the original decision, the First Stage Review and the Blue Badge Appeal stages follow this process.

Internal Review Procedure

On receipt of an application refusal from the Blue Badge Processing Officer, the Applicant is able to apply in writing to the Parking Services Team, for a First Stage Review of the decision. This must be received in writing within 28 days of the date of the initial refusal letter.

The First Stage Review request letter should set out clearly why the decision is disputed and include any new supporting medical evidence and/or outstanding documentation.

First Stage Review

Parking Services Team will pass the application to a Review Officer who will be a more senior officer in the Parking Services Department. The Review Officer may choose to consult the Blue Badge Processing Officer for further information but their decision will be independent.

The Review Officer will recheck the Applicant's entitlement by considering the material supplied to support his/her application against the criteria set out in the current legislation and guidance. They will also consider any further information provided by the Applicant in their request for review.

The Review Officer will then make a decision and advise the Applicant in writing, within ten working days wherever possible.

If the decision is to refuse the application, the Review Officer will advise the Applicant that they have the opportunity to appeal to the Head of Service.

Review by Head of Service

Any Disabled Persons' Parking Permit Applicant, who is refused a Permit at the initial allocation and at the First Stage Review, may write in for the application to be considered by the Head of Service. The review will only be placed before the Head of Service if it is deemed that there could be a different interpretation of the information supplied within the rules of the scheme, or if sufficient new medical evidence is received to support the appeal.

The mandate of this is to review the original refusal by the Parking Services Team and the subsequent refusal by the First Stage Review Officer.

The decision made by the Head of Service, having taken into account the Statutory Guidance and all of the evidence available, will be final.

Anyone turned down for this service can apply again without prejudice 6 months after the date of the final decision.

Anyone turned down for this service that then becomes eligible through one of the automatic qualifying criteria may reapply immediately provided the relevant proofs are supplied.