

SPSO decision report

Case: 201204499, The City of Edinburgh Council
Sector: local government
Subject: parking
Outcome: not upheld, no recommendations

Summary

Mrs C was issued with a penalty charge notice (PCN) for parking in a restricted area and obstructing the road. She complained to us that the council failed to give her the right to appeal the PCN to the parking adjudicator. In considering her complaint, the council explained that they followed the correct process when dealing with the PCN, and had no records of Mrs C requesting an appeal.

Our investigation was unable to obtain evidence from either party to support Mrs C's position. As we could not find additional supporting evidence that she had requested an appeal, we were unable to uphold her complaint.