

Thank you for your recent correspondent to the Traffic Enforcement Centre (TEC). I am sorry to hear of your concerns

The role of TEC

Tec is based at the County Court Business Centre (CCBC) and is part of Her Majesty's Court and Tribunals Service (HMCTS). Tec is a registration point for Local authorities to register unpaid penalty charges prior to enforcement.

Penalty charges (pcn) issued through TEC are done so in accordance with part 75 of the Civil Procedure rules. Local/charging authorities obtain the name and address information regarding the registered keeper at the time of the offence from the DVLA and it is a legal requirement to ensure that the address details are current and correct at all times. The registered keeper should then respond to any paperwork received regardless of who was driving at the time of the offence.

Before the charge is registered with Tec

There are several stages before this happens allowing the registered keeper to appeal the initial ticket or make payment

1. A penalty charge notice is issued. This should have been paid or appealed as per the instructions given on the notice at the time .
2. A Notice to owner/Penalty charge notice to enforcement notice is sent to the registered keeper by the issuing authority. The amount should have been paid or disputed. Representation should have been made in writing to the local authority or if applicable to the parking /traffic adjudicator
3. If no payment or appeal was made, a charge certificate would have been issued to the registered keeper of the vehicle, this increased the unpaid penalty by 50 %. This should have been paid to the local authority
4. If there is no response to this, the local authority will register the matter with TEC and issue an Order for Recovery allowing 36 days to appeal the court registration or pay the fine – it is important to note that at this stage it is too late to dispute the ticket.

At each stage of the process prior to registration, the registered keeper is given the opportunity to make payment or appeal.

Your complaint

On this occasion Tec is unable to assist with your complaint as it does not relate to any actions or processes taken by Tec.

If your complaint relates to the issue of the initial penalty charge, details regarding the ownership of the vehicle and or any representations that you have already made. You need to contact the local / charging authority that issued the penalty charge. Details of this should be on the paperwork you have received.

If your complaint relates to the action of the bailiffs/enforcement officers, then you can complain about them using the following information.

<https://www.gov.uk/your-rights-bailiffs/how-to-complain-about-a-bailiff>

Please note the bailiffs are not employed by the TEC, the local /charging authority instruct private bailiffs/enforcement agents

If your complaint does not relate to these categories and is directly in relation to processes at the TEC, please resubmit your complaint with further information to allow a full investigation.

Kind Regards

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