

Penalty Fare Appeals Process

Stage 1

All appeals must be made in writing or by email and must be received within 14 days of the Penalty Fare Notice being issued. West Midlands Metro Network Manager will review the appeal. Customer will be informed in writing of the decision made. They will have a right to appeal within 14 days or they can decide to pay the Penalty Fare.

Stage 2

The Operation's panel will review the final appeal. Appeal must be received within 14 days following the date of the further rejection letter. Decisions made by this panel are final and customers will be informed in writing.

If at the end of the appeal process the decision is that payment must be made, this must be paid within 21 days.

