

Payment Notice Dispute Guidelines

If a Payment Notice has been issued to you and you consider there is a basis upon which it should be reconsidered, you may apply to have it reviewed under Care Park's disputes process. To facilitate a fair and speedy resolution of disputes, the following guidelines are applied:

Your Application for Review **must be in writing**, preferably on this form. Care Park staff are unable to initiate the review process by telephone.

You have 21 days from the date of issue of the Payment Notice (or from the date of Care Park's first reminder letter) to lodge an Application for Review.

Send your Application for Review to:
Disputes Officer
Care Park New Zealand Ltd
PO Box 14-805
KILBIRNIE
WELLINGTON 6241

or by email to: disputes@carepark.co.nz

Not the driver?

You may either pay the Payment Notice and ask the driver to reimburse you or alternatively, complete and return a Statutory Declaration Nomination of Driver Form (available from the Care Park website) stating that you were not the driver of the vehicle at the relevant time and identifying the name and address of the person who was driving.

What should be included with the Application for Review?

You must tell us the Payment Notice number or the vehicle registration number. Please include all relevant information and documents available. This may include:

- Original pay and display parking ticket or receipt (or a certified copy)
- Photographs and diagrams
- Statutory declarations from witnesses

What happens next and how long does it take?

The Disputes Officer will consider the Application for Review and may:

- Request further information or make further inquiries
- Waive the Payment Notice or
- Confirm that the Payment Notice stands.

Important Note

Care Park reserves the right to *not* investigate a complaint that is abusive or offensive. To ensure your Application for Review results in a fair and speedy resolution, you are asked to show a genuine willingness to resolve your complaint by dealing with Care Park in a reasonable and co-operative manner.

You will be notified in writing of the decision of the Disputes Officer.

Most Applications for Review are finalised within 21 days, although some may take longer, particularly where further information is required. However, no legal action will be instituted until the Application is determined.

If you decide to make payment of the payment notice before the review process reaches an outcome, this will be treated as an admission of liability, no refund will be paid.

What if my appeal is unsuccessful?

If the Payment Notice stands after the Disputes Officer has considered your Application for Review, you have two options:

1. Pay the Payment Notice and the matter is settled; or
2. Await service of legal proceedings and defend those proceedings in Court.

Privacy Statement

As part of the Care Park complaint handling procedure, you are asked to submit personal information about your complaint. This information is required to enable assessment and investigation and to enable Care Park to make a decision. Supply of this information by you is voluntary. However, failure to provide the information in whole or part, may mean that Care Park is unable to thoroughly assess your application.

Need further information?

- Visit carepark.co.nz
- Call: **0508 011 888** or
- Contact a legal practitioner of your choice.