**Date issued:** 8th of August 2023

**Freedom of Information Request** 120/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**According to the Penalty Services Limited website, there is “an approved set of specific scenario criteria” for deciding penalty fare appeals.**

**Under FOIA:**

**(i) please confirm who approved the criteria and when, and**

**(ii) please provide an electronic copy of the criteria.**

**RESPONSE**

**Transport for Wales do not hold the requested information.**

Penalty Services Ltd are an independent appeals body engaged by rail operators to hear appeals on their behalf as rail operators cannot assess appeals under The Railways (Penalty Fares) Regulations 2018.

Please see the below document which contains information which will interest you.

[Documents - Penalty Services](https://www.penaltyservices.co.uk/documents/)

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".