



Prescribed Infringement Notice (PIN) Submission for Review by Disputes Commissioner

Office Use Only	
DC	/
Reference code	

NOTE: Before completing this form please read the *PIN Dispute Guidelines*.

Collection notice: The personal information provided will be used by Brisbane City Council or its Agents for the purpose of recording and reviewing your complaint. Your personal information will not be disclosed to any other third party without your consent unless required or permitted to do so by law.

Applicant Give details of person PIN was issued to

Full name		Company name	
<input type="text"/>		<input type="text"/>	
Address			Postcode
<input type="text"/>			<input type="text"/>
Business hours phone no.	Mobile no.	E-mail	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Infringement Give details of PIN you are disputing

Infringement no.	Infringement issue date	Vehicle registration no. <i>If applicable</i>
<input type="text"/>	<input type="text" value="/ /"/>	<input type="text"/>

Complaint Give details

Have you previously lodged a complaint regarding this PIN with Council?

Yes No

Give details of complaint *Attach any applicable evidence. If insufficient space attach additional page/s*

Explain what you would like to see happen as a result of your complaint

Applicant's signature

Date

/ /

Prescribed Infringement Notice Dispute Guidelines

If you have been issued a Prescribed Infringement Notice (PIN) you may appeal to have it waived under Brisbane City Council's disputes process.

You can appeal a PIN if it has been issued for an incident regarding:

- **Parking**
- **Signage**
- **Animals**
- **Vegetation**
- **Pool Fences**
- **Malls**
- **Water**
- **Environment**

If your PIN was issued for an incident that isn't listed above, you may still appeal to have it waived. Phone Council on 3403 8888 for more information.

There are three stages to Council's appeals process, two internal and one external, as outlined below.

Stage 1 - Local Review

1. You have **28 days** from the date the ticket (PIN) was issued to lodge your appeal. Your appeal must be in writing.
2. The area of Council that issued the ticket investigates your appeal.
3. After the investigation, Council sends you a letter advising whether your ticket has been waived or whether it stands and must be paid. You are also advised of your further review rights.

Send your appeal to: Brisbane City Council
GPO Box 589
BRISBANE QLD 4001

Stage 2 – Disputes Commissioner

1. If your ticket stands and you disagree with the decision from Stage 1, you can appeal the decision to Council's Disputes Commissioner. This is an independent office within Council that has the ability to overturn or uphold decisions reached during Stage 1.
2. Your appeal must be in writing and should be made on the application form provided with the letter from Council in Stage 1. It should be made within **14 days** of the date on Council's letter advising that your ticket stands. You can include new information or evidence that might help your appeal.
3. The Disputes Commissioner investigates your appeal. This may include examining relevant files, interviewing people or requesting additional information.
4. The Disputes Commissioner sends you a letter advising the results of the investigation and whether your ticket stands or whether it has been waived. You are also advised of your further review rights. This is Council's final position on the matter.

Send your appeal to: Disputes Commissioner
Brisbane City Council
GPO Box 589
BRISBANE QLD 4001

Stage 3 – External Review

If your fine stands after the Disputes Commissioner has investigated your review in stage two and you disagree with the decision, you have other external options for review which include electing to have your case heard in the Magistrates Court (view the back of your fine for details).

Alternatively, you can pay the fine to resolve the matter.

What should I include with my appeal?

The information you provide with the application form will help us to investigate your appeal. Depending on the type of PIN issued, you should try to include:

- building approvals/private certifier documents
- original Pay and Display parking ticket or receipt, or a certified copy (*if applicable*)
- photographs or diagrams showing the exact location of the incident (*if applicable*)
- statutory declaration from witness/es
- vehicle repair receipt
- written advice or a crime report from the Queensland Police Service (*if applicable*)
- the ticket or PIN you were issued (or a photocopy). If you don't have this information, you should include:
 - ticket or infringement number
 - animal name, type and registration number (*if applicable*)
 - date of the incident
 - name and address of company or owner if different from your own. You will have to provide a statutory declaration to indicate you were not the driver or owner at the time
 - vehicle registration number (*if applicable*).

How can I find out more?

You can find out more by visiting Council's website www.brisbane.qld.gov.au or phone Council on **3403 8888**.