

# BREATHE



Newcastle City Clean Air Zone

Vehicle Grants

Appeals Process

## Appeals Process

Where an Applicant is not eligible for a Tyneside Clean Air Zone grant, the applicant will be notified, via email.

The grant rejection email will notify the applicant of the reason for the rejection.

The applicant then has 7 days from the date of rejection to appeal the decision, under the following process.

- The Applicant appeals against grant application rejection by email, this must be sent to the Appeals email address ([cazgrantappeal@newcastle.gov.uk](mailto:cazgrantappeal@newcastle.gov.uk)). If Applicant appeal is sent to any other email address, it will not be processed and is deemed void. The email should outline the reason for the appeal, provide any additional evidence required and justification to why their application should be defined as eligible.
- Appeals received into appeals inbox and date of receipt confirmed by Grants Team.
- Response sent within 3 days acknowledging receipt of appeal. It is also noted that only one appeal per vehicle is permitted.
- No exemption will be awarded while the appeal is reviewed.
- The appeal must be responded to formally by the Grants Team no more than 28 days following receipt of Applicant appeal (this includes the 3-day acknowledgement period).
- The appeal is initially reviewed by Grants Team and then finally reviewed by the Grants Processing Manager.
- The Grants Processing Manager makes the final decision on appeals, liaising with specialists or escalating to Assistant Director Transport where further input is required.
- If the appeal is rejected, the Applicant is advised as such, via email.
- If the appeal is upheld, the case will be re-opened, and a letter of eligibility sent to the applicant at which time the 90-day temporary exemption will commence.
- The final decision of the Grants Processing Manager is binding, and no further appeal will be accepted.

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Newcastle  
City Council 

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