



**INDEPENDENT SCRUTINY
FOR PARKING APPEALS
ON PRIVATE LAND**

PoPLA Complaints being administered by Wright Hassall

ISPA is unable at present to look into complaints regarding Wright Hassall's administration of PoPLA.

ISPA does not have a direct arrangement with Wright Hassall. The appeals process is under a contract between Wright Hassall and the BPA, so ISPA does not have the powers to ensure it can carry out investigations and audits of cases dealt with by PoPLA operators.

ISPA continues to lobby for statutory regulation of this sector.

**ISPA Board
August 2016**