

HOW DO I KNOW WHETHER MY APPEAL HAS BEEN RECEIVED WHEN I SUBMIT IT ONLINE?

You will get an on-screen receipt to tell you that we have received the appeal, and you will also get the opportunity to save a copy of the completed form.

HOW SHOULD I SEND A COPY OF MY ONLINE APPEAL TO THE LOCAL PLANNING AUTHORITY?

A number of local authorities will accept the copy of the appeal by e-mail, but others will only accept it by post. As we give you the opportunity to save a copy of the completed form, you will be able to e-mail it with any attachments, or print and send them as appropriate.

WHICH LOCAL AUTHORITIES WILL ACCEPT COPIES OF MY APPEAL BY EMAIL? AND WHAT IS THE EMAIL ADDRESS I SHOULD USE?

A list of the local authorities who have agreed to accept copies of appeals by e-mail is published at the bottom of the same page on the Planning Portal that the appeal form links appear, together with the e-mail address you should use.

PLANNING CASEWORK SERVICE



You can find more information on the Planning Casework Service at www.planningportal.gov.uk/pcs or by contacting us:

PLANNING CASEWORK SERVICE

3/12 Eagle Wing
Temple Quay House
Temple Quay
Bristol BS1 6PN
Tel: 0117 372 8418
Fax: 0117 372 8406
Email: pcs@pins.gsi.gov.uk

The Planning Casework Service – helping to deliver a simpler, more efficient and accessible appeal system.

SIMPLY APPEALING

MAKING YOUR LIFE EASIER... SIMPLY APPEALING

A NEW AND SIMPLE WAY OF MAKING AN APPEAL...

THE PLANNING CASEWORK SERVICE

PLANNING CASEWORK SERVICE



The Planning Casework Service is provided by The Planning Inspectorate.

WHY SHOULD I USE THE PLANNING CASEWORK SERVICE?

The system is easy to use, quick, and it saves your time, printing and postage costs.

It includes online checking of your form to make sure you have not missed any essential parts. This minimises the possibility of delays once the appeal is submitted. You will also get an online receipt so you know that the appeal has been received.

USING THE PLANNING CASEWORK SERVICE YOU CAN:

- [Submit appeals online, including required attachments](#)
- Submit required documents online
- Save a copy of what you submit
- Search for cases
- View the location of one or more cases on a map
- View selected details about individual cases
- Track the progress of a case
- Access published documents for individual cases to see the evidence

Interested? Read on for answers to the most frequently asked questions.....

CAN I USE THE PLANNING CASEWORK SERVICE WITHOUT REGISTERING WITH THE PLANNING PORTAL?

Yes. Anyone can use the facilities provided, whether or not they have registered with the Planning Portal.

HOW DO I SUBMIT AN APPEAL ONLINE?

Go to www.planningportal.gov.uk/pcs and click on 'Planning Casework Service' in the navigation box on the left of the screen. This screen contains a series of links to all the appeal forms that are available. Click on the one you need.

IS THERE ANY HELP AND ADVICE ON USING THE PLANNING CASEWORK SERVICE FACILITIES AVAILABLE ONLINE?

Yes. The forms have been written in a way that we hope will make them simple to complete, with guidance included where necessary. Help is also available wherever you see "?" or "HELP ?" in the right hand corner of the screen or the section of the form. You can also go to www.planningportal.gov.uk/pcs and click on 'Planning Casework Service' in the navigation box on the left. The navigation box will change to bring up a number of additional pages containing further advice and guidance.

IF I MAKE AN APPEAL ONLINE, WILL IT BE TREATED ANY DIFFERENTLY?

The process is the same whether the appeal is made online or on paper.

I DON'T HAVE EVERYTHING (EG MY PLANS) IN ELECTRONIC FORM - CAN I STILL SUBMIT MY APPEAL ONLINE?

Yes. The form allows you to say which of the required attachments you are including with your online submission, and which ones will follow by post.

ARE THERE ANY TECHNICAL LIMITS TO WHAT I CAN SUBMIT AS ATTACHMENTS ONLINE?

Yes – we do a number of checks on any files that you attach to an appeal or other submission. We will check:

- the file type: we do not accept all file types. The main ones that are acceptable are .DOC, .TIF, .JPG and .PDF
- the file size: we will reject files that are 0 bytes or larger than 1Mb*
- whether the file uploads correctly
- whether it is infected by a virus.

If we find any attachments that fail these checks, a message will be displayed on screen to tell you.

* If your attachment is larger than 1Mb, you can send it to us by e-mail instead.

Those for Access Restrictions appeals should be sent to access@pins.gsi.gov.uk and for all other appeal types to enquiries@pins.gsi.gov.uk.