

Merseytravel Concessionary Travel Schemes – Formal Appeal Process

Merseytravel has a formal appeal process for Disabled Persons Concessionary Travel Pass, Merseylink and Mersey Tunnels Concessionary Fast Tag Schemes.

In any application for any of the concessionary travel schemes the onus is on the applicant to prove their entitlement and to provide documentary evidence of their entitlement in support of their application to meet the criteria for eligibility.

Applicants may appeal within one month of the date of their decision outcome. The appeal must be made in writing and the applicant must enclose further relevant official documentation dated within the last 12 months to support their appeal.

Merseytravel cannot hold a formal appeal panel based on a re-submission of the original application, an appeal can only occur if new evidence is submitted and not solely on the grounds that the applicant is unhappy with the original decision.