

Appeals Form



Here at the M6toll we take our responsibility of offering a fair and consistent service to all our customers very seriously.

Please complete this form if you believe you have been incorrectly charged for non-payment of our toll fees, providing us with as much information as possible. This will help us when reviewing your appeal.

Appeals will only be accepted up to 21 calendar days after the original journey date. Appeals will not be reviewed after this period of time has elapsed.

When completed please send via email to customer.services@m6toll.co.uk.

Once we have received your form we will respond to your appeal within 7 working days.

Full Name	
Address	
Vehicle Registration Number	
Make, model and colour of vehicle	
Date and time of journey	
Location of exit	
Payment Notice Number	
Reference number (if no payment notice)	

Please could you tell us the reason for non or late payment of the toll fees and any other charges associated to this, such as non-payment after receiving letters?

Please could you detail all interactions that you have had with M6toll advisors in relation to this journey/charge? Please include as many details as possible such as date, time, name of person (if known) spoken to and an outline of the conversation.