

## Appeals Help

The Planning Inspectorate aims to make the Appeals Casework Portal (ACP) accessible to everyone, offering help and advice to the public and professional user.

**This page gives details of where help is available on our site and within the forms.**

### Our forms

All of our forms are broken down into sections with questions in each. You can leave the form at any time and return to it at a later stage – ensure that you have clicked 'Save and Continue' before doing so. You can access your partially completed form from the 'Awaiting submission' section of your logged in homepage. Once you have submitted the form you will be able to access a locked down version of your form through the 'My cases' or 'My representations' sections (depending on your type of submission).

Within each section of the form, there is a 'Help' icon (displayed as a question mark) that provides help on completing relevant questions and fields.

All guidance for making or taking part in an appeal is available on <https://www.gov.uk/government/organisations/planning-inspectorate>. For appellants or agents, a link to the relevant 'How to complete your appeal form' guide can be found at the top of every section of your appeal form. You should read this guidance, particularly if you have never submitted an appeal before. It will help guide you through each section and provide you with information on the appeals process.

### Search our FAQs

You can also consult our [frequently asked questions \(FAQs\)](#) or [troubleshooting](#) guides for help on the appeals process and any problems you may have while using our website.

### Do you need further help?

We have a dedicated Customer Support Team that is available to help with any queries you may have.

For the England office please call 0303 444 5000 or email [pcs@pins.gsi.gov.uk](mailto:pcs@pins.gsi.gov.uk). The lines are open between 08:30 – 16:30, Monday to Friday.

For the Wales office please call 0303 444 5940 or email [wales@pins.gsi.gov.uk](mailto:wales@pins.gsi.gov.uk). The lines are open between 08:00 – 16:00, Monday to Friday.