



# The Planning Inspectorate

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Chief Planning Officers in  
England

12 January 24

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Dear Chief Planning Officer,

**From 1 April 2024 comments from interested parties on appeals will only be accepted through the Appeals Casework Portal. The Planning Inspectorate will no longer accept interested party comments by email.**

**Please ensure your templates are up to date.**

I am writing to you to ask for your help in ensuring those commenting on planning and enforcement appeals are using the correct route to share their views with the inspector.

For many years we have asked that, through the neighbour notifications of appeals, local planning authorities direct those who wish to comment on appeal casework to use our web-based Appeal Casework Portal (ACP). However, we are still receiving many comments by email. This is resulting in an increased administrative burden and, in common with local councils, we are keen to streamline our processes and focus our resources on activities that add value to the service we provide.

The Appeal Casework Portal provides several benefits to the interested party, the Planning Inspectorate and to local planning authorities including:

- Certainty to the interested party that their comments have been received.
- Ensuring personal data, such as email addresses, are not included on the response which reduces redaction requirements for local authorities when publishing public comments on their website.
- Simplifying our back-office processes, making the task of handling representations more efficient and less likely comments are missed.

**From 1 April 2024 comments from interested parties will only be accepted through the Appeals Casework Portal. The Planning Inspectorate will no**

**longer accept interested party comments by email.** Emailed comments will not be seen by the Inspector. We will continue to make provision for those with genuine accessibility needs.

Your templates may already be up to date. But please review your relevant letter and other publicity templates, such as press and site notices and ensure any updates are **complete by 29 February 2024**. They should reflect the detail and accord with the principles set out in our model letter. [Model notification letters are available on GOV.UK](#).

Of particular importance is the need to remove any reference to our email addresses in your notification letter and press and site notices, as representations made via email will not be accepted from April 2024.

I appreciate that this work may take a little time to complete if updates are required, which is why a final period of time for the review work to take place is provided. From March our case officers will ask LPAs to re-send any notifications where the method of making representations to the Planning Inspectorate is not correctly set out.

Thank you for your help in ensuring comments made by your communities are submitted correctly so they are taken into account by Inspectors.

Yours sincerely

Graham Stallwood  
**Chief Operating Officer**