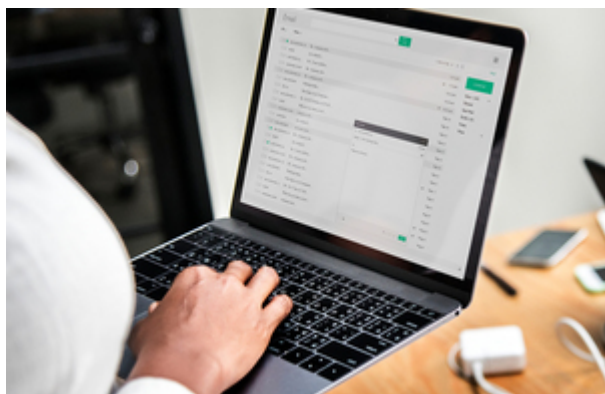


ACP: Email notification failure affecting some users

News story

An issue with the Planning Inspectorate's Appeals Casework Portal (ACP) is preventing some users from receiving notifications.



The issue affects email notifications on the [Appeals Casework Portal](#) when a user:

- creates a new ACP account
- submits a new appeal
- resets the password on their account
- makes a representation (comment) on an appeal
- submits an appeal questionnaire

We're working to resolve the issue

While we investigate and resolve the issue, we ask that users:

- do not resubmit the same appeal, representation or questionnaire on an appeal. It's likely that the initial submission worked but you may not have received a notification.
- email enquiries@planninginspectorate.gov.uk if you didn't receive a notification and need to check if your appeal or representation was successfully submitted. Alternatively call our customer team on 0303 444 5000 (phonenumber operating times: 9am to 12pm, Monday to Friday)

We apologise for any inconvenience caused and ask for your patience while we resolve this issue.

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