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INSTRUCTIONS FOR REQUEST FOR RECTIFICATION

Right to Request Rectification

A decision concerning a parking penalty fee may be subject to a request for rectification submitted to the Parking Control Authority.

Authority Handling Requests for Rectification

Parking Control Customer Service
Pitkäkatu 28–30
65100 Vaasa
Open on weekdays from 10:00 to 15:00
Email: pysakoinninvalvonta@vaasa.fi
Phone: +358 40 632 9838

Time Limit for Submitting a Request for Rectification and Notification of the Decision

The request for rectification must be submitted within **30 days** from the date when the decision was affixed to the vehicle or otherwise notified to the recipient.

Submitting a Request for Rectification

The request for rectification must be submitted no later than the final day of the appeal period. If the last day of the period falls on a public holiday, Independence Day, May Day, Christmas Eve, Midsummer Eve, or a Saturday, the request may be submitted on the next business day thereafter.
A request for rectification may be submitted via the **HelgaPark** online service by using the vehicle's registration number and the case number stated on the parking penalty notice. The request may also be submitted by email, by post, or in person.
Requests for rectification submitted by email or through HelgaPark must be received by the City of Vaasa's information system within the deadline in such a manner that the message can be processed. The request for rectification is always submitted at the applicant's own risk. Please note that email is an open internet-based communication channel, and the identity of the sender cannot be reliably verified.
It is not recommended to send sensitive personal data or confidential information via an unsecured email connection.
When submitting a request by post, it must be sent in sufficient time to ensure that it arrives by the final day of the appeal period.
A request for rectification submitted in person to Parking Control must be delivered by the end of the appeal period, before the closing time of Parking Control Customer Service.

Form and Content of the Request for Rectification

The request for rectification must be made **in writing**. An electronic document also fulfills the written form requirement.

The request for rectification must include:

- the decision to which the request relates
- how the decision is requested to be rectified
- the grounds for requesting rectification
- the name of the applicant, their contact details (address, email, phone number), date of birth, and bank account number (IBAN)

Please attach the documents on which you rely to.

The submission of a request for rectification does not extend the deadline for payment.