# Motorists challenge Vehicle Control Services fines after Abertillery Iceland glitch exposes wider enforcement issues



Dozens of motorists have come forward to highlight their frustrations after receiving fines for parking in public bays outside the Iceland store in Abertillery. The company responsible for issuing these fines, Vehicle Control Services, has suggested that a recent technical glitch may have unjustly led to these penalties being imposed. This incident has sparked an outcry, with many affected individuals expressing that they found the company’s practices concerning the collection of payments to be both distressing and confusing.

The town council’s clarification that the parking bays are indeed designated for public use has only added to the bewilderment felt by those who have received fines, many of whom received little or no evidence supporting the charges against them. Accounts from motorists detail an overwhelming sense of anxiety, with several opting to pay the fines due to fears of escalating penalties or further legal action.

In a statement, a representative from Vehicle Control Services explained: “We became aware that there was a short-term technical issue with the monitoring of the car park that resulted in some parking charges being issued to vehicles that had parked in the bays in question. The issue has been resolved, and we have cancelled relevant parking charges and sent apology letters to those motorists affected." This acknowledgement of error, however, raises questions about the ongoing integrity of the monitoring system, especially since some motorists report receiving contentious fines dating as far back as March 2024.

Issues surrounding parking enforcement are not unique to Abertillery. For instance, the Iceland supermarket in Oswestry recently faced similar challenges, prompting management to overhaul the local parking system. Following previous customer dissatisfaction linked to fines, they now offer a free maximum stay of two hours, enforced by a £100 penalty for non-compliance. According to store manager Tom Stedman, the hope is that these changes will restore customer trust after a previously tumultuous experience.

Consumer trust is a recurring theme within parking enforcement operations. Reviews of Vehicle Control Services on various online platforms reveal a pattern of complaints regarding insufficient evidence when fines are issued. In one case reported from Birmingham, a resident received a £60 fine despite having paid for parking; confusion arose from unclear communication regarding the necessity of inputting a vehicle's registration number. This aspect of fines leads to a broader concern surrounding the transparency and fairness of the enforcement process, as many feel that the system operates in favour of profit rather than fair play.

Similar complaints have emerged on a larger scale, as evidenced in West Iceland, where police were called to halt the collection of what had been deemed illegal parking fees at Hraunfossar waterfalls. The Environment Agency had confirmed that the charges violated current regulations, highlighting a pervasive issue regarding the management of parking in areas of public interest.

The landscape of parking enforcement is fraught with complications, not only for individual motorists but also for companies tasked with enforcement. As with Iceland's public parks and snack outlets, stringent regulations are crucial. Yet, too often, the reality includes inadequate communication about parking terms and a focus on penalisation rather than public service.

In light of these ongoing issues, it remains essential for motorists to understand their rights when faced with unexpected fines. Vehicle Control Services advises anyone who feels they have been incorrectly fined to appeal through the channels detailed on their notices. However, with reports of "spurious challenges" fuelled by social media speculation, there is a pressing need for clear, unequivocal guidelines and better communication between parking operators and the public to restore confidence in what should be a straightforward system.

While the recent technical issue at the Abertillery Iceland store has been rectified, the broader implications of parking fines remain unresolved, creating an urgent dialogue about the balance of accountability, transparency, and public service in the enforcement sector.

### Reference Map

1. Paragraphs 1, 2, 3, 4, 5
2. Paragraphs 6, 7
3. Paragraph 8
4. Paragraphs 9, 10
5. Paragraph 11
6. Paragraph 12, 13
7. Paragraph 14, 15

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.southwalesargus.co.uk/news/25175086.vehicle-control-services-iceland-abertillery-parking-fine/?ref=rss> - Please view link - unable to able to access data
2. <https://www.bordercountiesadvertizer.co.uk/news/23404440.new-parking-charges-oswestry-iceland-fines-row/> - Iceland supermarket in Oswestry has implemented a new parking system after previous changes led to customer dissatisfaction and fines. The new system allows a free maximum stay of two hours, with fines of £100 for non-compliance. Store manager Tom Stedman acknowledged past customer anger and hopes the new changes will restore customer trust.
3. <https://www.theguardian.com/money/2014/may/20/car-parking-ticket-fine-penalty-vehicle-control-services> - A Birmingham resident received a £60 fine from Vehicle Control Services despite paying £4 for parking. The issue arose because the parking ticket required the car's registration number, which was not clearly communicated. The company stated that a contract was formed when the driver decided to park and accepted the terms and conditions.
4. <https://icelandinsider.is/uncategorized/police-assistance-requested-to-stop-collection-of-illegal-parking-fees-at-hraunfossar-waterfalls/> - Police in West Iceland were called to stop the collection of illegal parking fees at Hraunfossar waterfalls. The Icelandic Environment Agency confirmed that the fees were in violation of the law, and other landowners and business operators at the site opposed the charges. The agency is reviewing the case, and police assistance was requested to halt the collection of these fees.
5. <https://www.hertz.is/driving-in-iceland/driving-tickets-and-fines-in-iceland/> - This guide provides information on parking fines in Iceland, detailing the two types of parking offenses: ordinary parking fines for unpaid or overpaid parking, and parking violation charges for parking in prohibited areas. It also explains the fines for parking in designated spaces for people with reduced mobility. The guide outlines payment methods and the appeal process for rental car drivers.
6. <https://uk.trustpilot.com/review/vehiclecontrolservices.co.uk> - Customer reviews of Vehicle Control Services highlight issues with issuing fines without sufficient evidence and difficulties in resolving complaints. One reviewer described the company as issuing fines without due diligence and noted challenges in getting the Independent Parking Committee to address complaints. Another reviewer criticized the company's reputation and service quality, suggesting a need for legislative action to prevent profit from genuine disabled individuals.
7. <https://www.goiceland.com/blog/speeding-parking-offences-in-iceland/> - This article discusses parking violations in Iceland, detailing the fines for ordinary parking offenses and parking violations. It also covers the fines for parking in designated spaces for people with reduced mobility. The article explains the payment process for rental car drivers and provides information on parking regulations in Reykjavik and Akureyri, including the use of parking discs in Akureyri.