

New digital service becomes the primary route for planning and enforcement appeals

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Following the successful national rollout of our new digital service, we are now entering the next phase of our transformation. The legacy Appeals Casework Portal (ACP) has stopped accepting new planning and enforcement appeals, as we move closer to a fully integrated digital end-to-end service.

Advancing our digital transformation

The transition to the 'Appeal a planning decision' service marks a significant step in our journey to modernise the appeals process. Built to meet the latest Government Digital and Data standards, the new platform provides a more intuitive, secure, and resilient experience for appellants, agents, and local authorities.

What this means for users

The legacy Appeals Casework Portal (ACP) is now being phased out. Depending on your appeal type and when you started your application, the following applies:

- **New appeals:** Most planning and enforcement appeals must now be submitted via the new digital service.
- **Existing appeals:** If you submitted an appeal on ACP you can still log in to view its progress and manage your case.
- **Unsupported appeal types:** A small number of specialist appeal types are not yet hosted on the new service. We are working to onboard these throughout the 2026/27 financial year.

How to submit an appeal

The following appeal types are already supported on the Appeal a planning decision service:

- Householder
- Planning
- Listed Building
- Commercial Planning
- Commercial Adverts and Advertisements
- Enforcement Notice
- Enforcement Notice Listed Building
- Lawful Development Certificate

For more information, please visit our [Make an appeal to the Planning Inspectorate](#) and associated guidance page. This page provides a step-by-step guide to the process and will automatically direct

you to the correct service based on your appeal type.

This is a new service designed to make it simpler and faster to submit appeals. We are continuously monitoring the service and using your feedback to identify improvements and ensure we meet the evolving needs of our users.

Help and support

If you are unsure which service to use, or if you encounter any technical difficulties, our customer support team is available to help.

Online

You can ask a question or make a complaint online.

By phone

Planning Inspectorate customer support team

Telephone: 0303 444 5000

Monday to Friday, 9am to 4pm (except public holidays)

Find out about call charges

<https://www.gov.uk/government/news/new-digital-service-becomes-the-primary-route-for-planning-and-enforcement-appeals>