

The Animal Welfare (Licensing of Activities Involving Animals)(England) Regulations 2018

The Appeal Procedure for disputing a Star Rating.

1. The appeal must be made in writing, within 21 days following the issue of a licence to :

Public Protection Manager (Trading Standards and Licensing)
Public Protection
Addenbrooke House
Ironmasters Way
Telford
TF3 4NT

Or by email to licensing@telford.gov.uk

2. The Licensing Officer who carried out the inspection of the business will contact the business to arrange a mutually convenient time for the business to attend Addenbrooke House for an informal discussion. This will be an opportunity to explain to the business how the rating was worked out. The business will be able to view the inspection form and any relating documents which show how the star rating was formulated. These discussions will not form part of the formal process.
3. If the applicant proceeds with the appeal, the appeal will be determined by the Public Protection Manager (Trading Standards and Licensing) or the Appointed Deputy Officer (Principal Licensing Officer) and a decision made in writing to the business within 21 days (including weekends and bank holiday) from the date the Council receives the appeal.
4. The Public Protection Manager (Trading Standards and Licensing) or the Appointed Deputy Officer, will determine the outcome of the appeal by considering :
 - the paperwork associated with the inspection of the business including a re-inspection if one is requested
 - the past record of the business
5. There is no fee payable for an appeal. If, as part of the appeal, the business wishes to have another inspection carried out by an authorised officer, the cost of an additional inspection will be paid by the business unless it results in a higher rating being awarded.

6. If the business disagrees with the outcome of the appeal, the business can challenge the Council's decision by means of a judicial review or by having recourse to the Council's complaints procedure. Further information is available on Telford & Wrekin Council's website.