Rating appeal flow chart

Date licence granted with star rating

Business disputes the rating and raises the matter with the 'inspecting officer' – informal discussions should be encouraged, but such discussions are not part of the appeal and do not change the 21 day deadline for lodging an appeal.

Dispute resolved?

No

Yes

Business may dispute rating by appealing in writing to the licensing authority within 21 days of the date issue of the licence.

Appeal considered and decision communicated to business within 21 days of the appeal date

Appeal successful

No

Yes

Existing licence remains in force

Existing licence remains in force, licence holder may apply for judicial review of the decision, or make a complaint to the Local Government Ombudsman, where appropriate.

Licence re-issued with agreed rating