

Appendix 3

Extract of the current appeals process currently used to determine entitlement to discretionary relief.

Appeal

12. In cases where applications for rate relief have been rejected and the rate payer appeals, an Appeals Panel will consider the appeal. The Appeals Panel will comprise 3 members drawn from the existing Appeals Committee. The decision of the Appeals Panel will be final.

Time Frame

13. For applications which are under the delegated limit of RV£18,000, the target for notification of award/rejection to be received within a maximum of 5 weeks of the application being received by Wiltshire Council.

14. For applications referred to The Head of Finance, the target for notification of award/rejection to be received within a maximum of 6 weeks of the date of the first Hardship Rate Relief Assessment Panel meeting.

15. For appeals, the target for notification of award/rejection to be received within 6 weeks of the appeal being received by Wiltshire Council.