

## **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.