
Overview

This standard is about preparing and processing appeals against local authority decisions and communicating the outcomes to appellants. These may be taxpayers, housing benefit applicants or other affected parties. This unit involves checking whether decisions were correctly made and whether there are grounds for appeal, gathering and distributing necessary documentation and communicating with appellants.

In this standard taxpayers refers to council tax, domestic rates in Northern Ireland and non-domestic rate payers.

**Performance
criteria**

- You must be able to:
- P1 establish the validity and basis for the appeal
 - P2 identify the parties to the appeal
 - P3 review the original decision for accuracy and revise if appropriate
 - P4 process the documentation required for the appeal where appropriate and send to the relevant parties
 - P5 communicate the outcome of the appeal to the appellant in an appropriate format and within required timescales, where relevant
 - P6 inform the appellant of any further right of appeal where the appeal is refused

Knowledge and understanding**The Statutory Framework**

You need to know and understand:

- K1 the individual's right to appeal according to law
- K2 the parameters of what can be appealed

The Organisation

You need to know and understand:

- K3 the specific processes, procedures, and required documentation, relating to appeals in your area of expertise or operation
- K4 how to check decisions for accuracy and compliance with regulation
- K5 organisational procedures for processing appeals
- K6 the criteria relating to the powers of the authority and the rights of a person affected in dealing with disputes, reconsiderations, and appeals
- K7 the criteria governing the appeal process including the time limits for appeal
- K8 the conditions governing the power to change decisions and the date from which the new decision takes effect
- K9 the content of a decision notice following an appeal
- K10 how to communicate appeals processes and decisions to appellants
- K11 the procedure for further appeal following a decision
- K12 different types of appeals and their processes
- K13 to whom to refer matters that are outside your responsibility or remit
- K14 procedures for complying with relevant data protection legislation

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Originating organisation	Financial Skills Partnership
Original URN	AP1
Relevant occupations	Accounting and finance; Finance
Suite	Administration of Local Revenues and Benefits
Key words	local revenues administration; maintain records of properties; establish liabilities and amounts due; implement billing and collection procedures; recover and enforce sums overdue; evaluate benefits claims; calculate and pay benefits; monitor ongoing entitlement