
Overview

This standard is about preparing, and processing appeals against local authority decisions and communicating the outcomes to appellants. These may be taxpayers or housing benefit applicants. This standard 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 taxpayer refers to council tax, domestic rates in Northern Ireland and non-domestic rate payers.

Performance criteria

You must be able to:

1. establish the validity and basis for the appeal against the local authority decision
2. review the original decision for compliance with relevant legislation or regulation and your organisational procedures
3. confirm the decision to appeal with your line manager in compliance with your organisational procedures
4. prepare and process the documentation required for the appeal and send to the relevant parties
5. communicate the outcome of the appeal to the appellant in line with your organisational procedures and within required timescales
6. inform the appellant of any further right of appeal where the appeal is refused in full or in part and advise them procedures for further appeals

Knowledge and understanding

You need to know and understand:

1. the relevant codes of practice, legislation and regulation
2. the social and ethnic diversity and the needs of the communities which your organisation serves
3. the individual's right to appeal according to the relevant legislation
4. the parameters of what can be appealed against local authority decisions
5. your organisation's specific processes, procedures, and required documentation, relating to appeals in your area of expertise or operation
6. how to check decisions for compliance with the relevant legislation or regulation and your organisational policies
7. your organisational procedures for preparing and processing appeals
8. the criteria relating to the powers of the local authority and the criteria governing the appeals process
9. the conditions governing the power to change decisions and the date from which the new decision takes effect
10. the content of a decision notice following an appeal
11. how to communicate appeals processes and decisions to appellants
12. the procedures for further appeals following a decision
13. the different types of appeals and their processes
14. to whom to refer matters that are outside your responsibility or remit
15. the procedures for complying with relevant data protection legislation or regulation

Developed by	Instructus
Version Number	1
Date Approved	March 2019
Indicative Review Date	January 2024
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	N/A
Relevant Occupations	Housing Assistant; Housing Officer; Housing Administrator; Housing Manager; Housing Support Officer/Assistant; Assistant Housing Administrator; Benefits Officer; Taxation and Benefits Officer/Assistant; Customer Service Assistant; Lettings Negotiator; Revenue Officer/Assistant; Assistant Property Officer/Manager
Suite	Administration of Local Revenues and Benefits
Keywords	customers; support; services; agreements; legislation; documentation; social inclusion; process; resolve disputes; compliance