
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.

INSLRB01

Prepare and process appeals against local authority decisions



Performance criteria

You must be able to: