

## **Licensing Service Standards**

We provide information and advice on a number of different types of licences / permits / registrations. This includes providing:

- All relevant forms and help on how to complete them
- Details of the relevant procedures
- Information on the charges

This information is available both in the office and on the website. We allow forms to be downloaded and, where appropriate, completed entirely online – this includes the ability to make payments. We actively encourage people to use the online services we provide.

If anyone needs further information or help completing application forms the licensing team will be available to assist. Depending on the nature and complexity of the enquiry help is available via telephone, email or, if required, the potential applicant may make an appointment and come in and see a member of the team.

On receipt of application we follow the procedure in line with whatever licence it is. This is usually governed by legislation or Policy. If the application is incomplete or faulty we advise the applicant and keep the application on hold until it is complete and correct.

When we have heard from all relevant parties, when the time for representations has passed and when we have received all necessary documentation the licences are issued within three working days. In relation to 'relevant parties' examples can include Responsible Authorities for a Licensing Act application, the Disclosure and Barring Service for a Hackney Carriage / Private Hire driver application, or a Vet for an Animal Boarding application.

Where appropriate we monitor responses from consultees, referees and the DBS, and will chase them up if a response is not received within 10 working days or 20 working days in the case of the DBS.

If there is a need for a committee hearing we inform the applicant of the date as soon as it is arranged. We provide them with the necessary information 10 working days before the hearing for hearings under the Licensing Act 2003 (not including those in relation to Temporary Event Notices which are subject to shorter timescales) and 5 working days before the hearing in all other cases. The necessary information includes the hearing procedure, their rights of representation and of appeal.

When the hearing is ended we inform the applicant of the decision formally as soon as the minutes are received (generally within two working days) and let them have details of the appeal procedure.

## **Complaints**

If you have a complaint about a premises or an activity we licence then please contact us and your complaint will be dealt with as set out below.

We will ask you to let us have as much information as possible about the nature of the complaint. This may include the requirement to take a formal written statement of the event. Anonymous complaints will not normally be accepted.

Once we receive all of the required information the Licensing Team will look to investigate the matter. Initially, you will receive a response within 5 working days which will either be a full response to your complaint, or, if it is more complex, an acknowledgement of your complaint with an indication of how long the investigation is likely to take. The acknowledgement will also give you the name and telephone number of the officer dealing with your complaint.

In normal circumstances we will aim to deal with your complaint within 15 working days of receipt. Sometimes, however, more complex issues may take longer but we will keep you informed of progress.

If you are unhappy about how we deal with your complaint or if you have a complaint about the licensing team itself you can use the Council's formal complaints procedure. More information on this can be viewed here: <http://www.middevon.gov.uk/index.aspx?articleid=663>.