**Process for appeal against a star rating (Animal Licensing)**

1. If a business is unhappy with a star rating that was awarded under the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, the business may appeal to the Council within 21 days of the date on which the licence is issued.
2. The business is encouraged to contact the case officer prior to making an appeal so that the reasons for the star rating can be explained to them.
3. Any appeal must be made in writing by the holder of the licence, stating clearly the reasons why he/she disagrees with the awarded star rating.
4. An appeal must be sent by Email to [eh@winchester.gov.uk](mailto:eh@winchester.gov.uk) or by post to Environmental Protection, Winchester City Council Offices, Colebrook Street, Winchester SO23 9LJ. The appeal should be headed “Star rating Appeal” and must include the business name and full address.
5. The appeal will be considered by the appointed officer, currently the Head of Licensing and Environmental Health.
6. The appointed officer will consider the information contained within the written appeal and the paperwork completed by the case officer, as well as any relevant guidance issued by the Government. The appointed officer may speak to the case officer and/or the licensee if further information is needed.
7. Should the appointed officer feel the need for a further visit to the licensed premises, the licensee will be charged for the costs of this visit unless the appeal is granted and a higher star rating is awarded. The licensee would be consulted before this step is taken.
8. The appointed officer will issue a written response within 21 days of receipt of the written appeal.
9. Should the holder of the licence disagree with the outcome of the appeal, he/she may consider challenging the decision by judicial review or, if he/she feels that a Council service has not been properly delivered, may go through Winchester City Council’s complaints procedure.