

## Trading Standards Service

### Appeals Procedure

1. We understand that there may be an occasion when you do not agree with a notice, an instruction or compliance advice issued by a Trading Standards Officer to you or your business. The purpose of this appeals procedure is to enable you to raise your concerns directly with us.
2. If you wish to make an appeal please contact us either by letter or by email at;
  - **Leicestershire County Council, Trading Standards Service, County Hall, Glenfield, Leicestershire, LE3 8RA.**
  - **By e-mail: [tradingstandards@leics.gov.uk](mailto:tradingstandards@leics.gov.uk)**
3. Please ensure that your letter, or email includes the heading 'Appeal'.
4. It is important that you detail the grounds on which you wish to make your appeal in a clear and concise manner. If you are concerned about a letter or any other document that has been issued by a Trading Standards Officer, please provide the name of the issuing officer and any reference number written on the document.
5. Please provide your full contact details and confirm your preferred method of contact.
6. Your appeal will be allocated to a Trading Standards Manager for consideration. They may wish contact you directly to discuss your appeal.
7. The Trading Standards Manager will then make a decision on whether the notice, instruction or compliance advice is appropriate, reasonable and proportionate, taking in to consideration the size and nature of your business and any risk posed by non-compliance.
8. Please note that while your appeal is considered the notice, instruction or compliance advice will stand and remain valid, until you have been advised otherwise.
9. A decision will be communicated to you within 14 days (or sooner) from the date your appeal was received by the Trading Standards Service. If your appeal is going to take longer than 14 days to consider you will be advised and the reasons for the delay will be explained to you.
10. If you do not agree with the decision made by the Trading Standards Manager you can make a formal complaint via the **County Council's complaint procedure**.