

APPEALS PROCESS

Review/Appeals Process

If your application to the Ayr Station Closure Business Relief Fund is rejected, you have the right to appeal the decision within 14 days. If you would like to appeal this decision email to asc@south-ayrshire.gov.uk

Stage 1 - Request for Review

Where your application was initially refused by Economy and Regeneration staff and you have asked for a review, this will be undertaken by one of the following: Economy and Regeneration Service Lead; Co-ordinator (Economy & Regeneration - Local Places); Service Lead - Thriving Communities. Where a review is unsuccessful, you will be advised by email detailing the reason/s why. A decision will be communicated to you by email within 10 working days.

Stage 2 – Appeal to Chief Officer Review Group

If you are not satisfied with the review response, a final appeal may be made by email to asc@south-ayrshire.gov.uk within 14 days of receipt of the review decision.

A Chief Officer Review Group consisting of 3 Chief Officers will review any Stage 2 Appeals. You will be asked to confirm the reason you believe you are entitled to the grant. The application form and any additional information provided by you, along with the reason for refusal, will be provided by the Economy and Regeneration team.

The Chief Officer Review Group will take one of the following decisions:

- Appeal Not Upheld – this decision is final and there is no further right of appeal.
- Appeal Upheld – instruct Economy and Regeneration to pay the relevant grant providing reasons.

A request for further relevant information from either you or Economy and Regeneration team may be made to enable one of the above outcomes.

You will be advised of the outcome. All communication will be by email.