



# factsheet

## **CUSTOMER SERVICE STANDARDS**

### **LICENSING**

Sale and Supply of Alcohol; Provision of Regulated Entertainment; Late Night Refreshments; Licensing Act 2003

Web: [www.charnwoodbusiness.com/licensing.html](http://www.charnwoodbusiness.com/licensing.html)

Tele: 01509 634562

Email: [licensing@charnwood.gov.uk](mailto:licensing@charnwood.gov.uk)

The Licensing team is responsible for delivering the requirements of the Licensing Act 2003; issuing, administering and enforcing the Council's statutory functions regarding both premises and personal licences. Information regarding current fees applicable to personal & premises licences can be obtained by using the contact details provided at the top of the page to log on our website or contact us.

In addition to the standards in the customer charter you can also expect us to deliver the following:



## CUSTOMER SERVICE STANDARDS LICENSING

<b>When you:</b>	<b>We will:</b>	<b>Within: (Timescale)</b>
Apply to vary a current licence or apply for a new licence and supply us with all the required information	Assess the application and send an acknowledgement letter (CS 6)	Within 2 working days
	Commence the 28 day consultation period. (CS 7)	On receipt of valid application
	If there are no representations the application will be granted (CS 8)	Within 14 days from day for personal licences After the 28 days notice period from day 1 for premises licences
	If there are representations a hearing will be arranged (CS 9)	Within 20 working days from the end of the consultation period
	After the hearing a letter will be sent to all authorities and members of the public that made a valid representation to inform them of the outcome of the hearing (CS 10)	Within 2 working days of receiving the Councillors' signed decision notice, following the hearing



## CUSTOMER SERVICE STANDARDS LICENSING

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

