

Appeals against decisions by the Highway Authority

When does this procedure apply?

Under the Highways Act 1980, West Sussex County Council (WSCC) is the Highway Authority for the geographical area of West Sussex. This means that WSCC is responsible for the maintenance of most of the highway in the county, and also makes decisions about changes to the highway.

Examples of this are:

- Whether to allow Vehicle Crossovers (dropped kerbs) so that residents can cross the footway to park on their property
- Whether to create a 'disabled parking' bay for use by blue badge holders
- Whether to issue a licence for things such as chairs and tables outside restaurants; busking; leaving a skip on the highway; and other highways licences.

If you have applied to WSCC for permission for something to do with the Highway and permission was not given, then you have the right to appeal.

How does the procedure work?

You can appeal using our online form at westsussex.gov.uk/complaints giving the reasons why you would like to appeal. If you are unable to go online then you can

- write to Customer Relations Team, County Hall, Chichester, PO19 1RQ
- call on 01243 777100 (ask for the Customer Relations Team)
- use Text Relay via 18001 01243 777100

A senior manager within the council will look at the decision that has been made and consider whether it is in line with the council's guidance and procedures.

The senior manager will also consider, if the decision is in line with guidance and procedures, whether there are any exceptional reasons why they should change the decision even though it is correct according to the procedure.

How long should it take?

The appeal process should be completed within 20 working days. If we are unable to do so, then we will let you know the new timescale.

What if I am still not happy?

If you remain dissatisfied when the appeal is completed, then you have the right to ask the Local Government and Social Care Ombudsman to look at how the council has dealt with your request.