



Licensing (Scotland) Act 2005

Complaints Process

The Licensing (Scotland) Act 2005 (The Act) commenced on the 1 September 2009. The Act establishes a national policy framework aimed at tackling **all** aspects of licensing policy in Scotland. It is governed by five basic “principles”, known as the “licensing objectives”. These are:

Preventing crime and disorder
Securing public safety
Preventing public nuisance
Protecting and improving public health
Protecting children from harm

(LSA 2005 Sec.4)

The 2005 act has also introduced the role of the Licensing Standards Officer (LSO). The LSO is responsible for;

1. Providing information and guidance to interested persons regarding the operation of the Licensing (Scotland) Act 2005 in Moray.
2. Providing information to Licensing boards about any conduct of holders/applicants of personal licences in Moray, which is inconsistent with the licensing objectives.
3. Supervising compliance with premises/occasional licence conditions and other requirements of the Act.
4. **Providing mediation services to avoid or resolve disputes between licence holders and other parties.**
5. Where a breach of the licence is believed to have occurred or is taking place, to issue a notice to the licence holder requiring the matter to be rectified.
6. To make a premises licence review application in the event that notices are not complied with satisfactorily or on any other relevant ground.

In most cases, where problems arise, it is hoped that matters can be satisfactorily resolved and mediation achieved without the need for further action.

Should any person wish to make a complaint regarding any licensed premises or the running of such premises they should contact the LSO for Moray at:

**Moray Council
PO Box 6760
Elgin IV30 9BX
DX: 520666, ELGIN
01343 563030
LicStandardsOfficers@moray.gov.uk**