

NOTES FOR DISPUTING BENEFIT DECISIONS

You will receive a decision from us in writing where you have either:

- Made a claim
- Notified us of a change in circumstances that affects your Benefit
- Been told you have to pay back Benefit
- Had a reassessment for the new financial year

Disputing a Decision

If you do not understand the decision you can ask for it to be explained in a 'statement of reasons'. If you think the decision is wrong you can ask us to look at it again.

You must do either/both of these options straight away as a delay could affect any appeal rights.

Your decision will be looked at again and if it is considered to be wrong a fresh decision will be made and a new decision letter will be issued.

If the decision cannot be changed you may appeal to an independent tribunal. Any appeal must be received within one month of the decision notice.

Your appeal will be sent to the Appeals Service who will decide the matter at a tribunal hearing, which is made up of people who are not from the Local Authority.