

# Personal Budget APPEALS PROCESS

## What is an appeal?

An appeal is a request for a review of a decision(s) taken by the council about your assessment, your funding allocation or your support plan. It is one of a range of options for dealing with concerns or complaints.

We try to make sure that we always provide a high-quality service and sort problems out straight away wherever possible, but we know that there may be times when you are not satisfied. Our Appeals Process provides a simple way for you to request a review of the decision(s) and to receive a quick response.

## Who can appeal?

Any adult who:

- is already receiving social care support;
- we have a duty to provide support to; or
- is your representative, for example, a carer, relative or advocate.

## What can I appeal about?

The following issues can be dealt with through the Appeals Process:

- Your Fair Access to Care services eligibility status
- The 'final decision' response by the Council to one or more of the questions in the Shared Assessment Questionnaire (SAQ)
- Your Indicative Allocation
- Your financial contribution
- Limitations within your support plan

## What if I need help to make an appeal?

If you need help to make an appeal please contact us and we will help you find an advocacy service (someone who will act on your behalf). The Citizens Advice Bureau (CAB) are also able to provide information about who can help you.

## How do I appeal?

- You will need to contact your Care Manager to explain that you want to appeal against a decision and let them have the details. You can do this in writing, by phone or by email.
- The information will then be passed to the relevant Team Manager who will look into the matter.
- The Team Manager will then refer the matter to a Service Manager for a decision.
- You may be contacted to discuss a resolution.
- If the matter has been resolved, you will be notified of the final decision in writing within 20 working days from the time you first contacted the Council to let them know you wanted to appeal against a decision.
- If the matter has not been resolved, the details of your appeal will automatically be referred by the Service Manager to Head of Adult Social Care for a decision.
- You will receive a letter from the Head of Adult Social Care telling you the final decision. This will be within 20 working days from the time you first contacted the Council to let them know you wanted to appeal against a decision.

# Personal Budget APPEALS PROCESS

## Contact details for appeals

Please **write** to

Adult Social Care  
Community Services  
17 Fairlee Road  
Newport  
Isle of Wight  
PO30 2EQ

Or **telephone** 01983 823340

Or **fax** 01983 524330

## The Local Government Ombudsman

If you are not satisfied with the final outcome you can contact the Local Government Ombudsman. The Local Government Ombudsman service is independent, impartial and free.

The Appeals Process does not affect your rights to contact the Local Government Ombudsman at any time. However, they will only usually investigate a complaint after you have given us a chance to deal with it ourselves first.

You can find more details in the leaflet 'How to complain to the Local Government Ombudsman' which is available from any Council office, Help Point or library.

Or you can contact:

LGO Advice team  
PO Box 4771  
Coventry CV4 0EH  
Phone: 0300 061 0614  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)