

A guide to the first stages of a Review of Decision

We want to resolve things fairly and quickly when there is a disagreement about a decision we've made that affects your income support. That's why we have a review process. This guide explains what happens once you've applied for a Review of Decision.

What happens to your application?

When we get your review application we will hold an internal review, where we check the original decision. If we agree the decision was incorrect, we'll put things right.

If we think the original decision or part of the decision is correct and we don't change it, we will send your review application to the Benefits Review Committee.

What if you have extra information to be considered?

You need to make sure we have all the information we need to consider your case.

If you have any new information that's relevant to your case, please provide it to us as soon as possible so that we can consider this during the internal review.

Is English your second language or do you have a hearing impairment?

If English is your second language or you have a hearing impairment, we can arrange for an interpreter or other appropriate help to support you through the review process.

When do we tell you the outcome of the internal review?

We aim to write to you with the outcome of your internal review within 2 weeks of having received your review application.

If we agree with your application

If we agree with your review application, we may ask you to come into our offices to

complete some forms so that we can change the arrangements we had put in place.

If we think the decision should stay the same

We will send your review application and a report to the Benefits Review Committee. The committee co-ordinator will send you a copy of the report and ask you to contact them to arrange a time for the review hearing. You will also have the opportunity to provide extra information to the Committee.

What is a hearing?

A hearing is an informal meeting where a Committee of 3 members meets to consider your review application. You will be invited to this meeting.

If you applied for a Review of Decision more than 3 months after the decision was made, the Committee will hold an initial hearing to decide whether it should hear your review application. If it decides to hear your review application, it will do that at a second hearing.

If your application goes to the Committee, we will send you information explaining more about the hearings, the Committee, and what you can expect or need to do.

What if you want to withdraw your review application?

You can withdraw your application for a Review of Decision at any time. You need to do this in writing. If you decide to withdraw your application, please write to the committee co-ordinator as soon as possible.

If you have any questions about the Review of Decision process or want to know more about the hearings, please call us on 0800 559 009
