

Benefit Appeals Checklist

Keep copies of any letters you receive or send – there is a pocket to keep them in the appeals pack.

Step	Action	Tick when done	Note Important dates
1	<p>You get a letter about a benefit decision you are not happy with from the DWP or HMRC.</p> <p><u>Keep a copy of the letter.</u></p>		
2	<p>Ask for a ‘mandatory reconsideration’ of their decision.</p> <p>Use letter GMR1 in this pack – fill in the blanks and send back to the DWP or HMRC office that issued your decision. You need to do this within one month of the date in the decision letter.</p> <p>They may contact you by phone as part of the review. This could be to ask for dates or medical history details. If they phone you their number may show on your phone as ‘unknown’ or ‘withheld’. You can ask them to contact your support worker, adviser or carer if you prefer.</p>		
3	<p>Wait on a decision letter from the DWP/HMRC.</p> <p>This letter will be called a ‘mandatory reconsideration notice’; there is a sample of what this looks like in the appeals pack marked ‘NOTICE 1’.</p> <p><u>Keep this letter – you will need it to appeal.</u></p>		
4	<p>Appeal – if you are not happy with the decision.</p> <p>You need to do this in writing within one month of the date on the letter attached to the mandatory reconsideration notice.</p> <p>You can print a letter to appeal each of the main benefits from our web page at www.glasgow.gov.uk/appealspack. Glasgow Libraries can print these for you and won’t charge more than 20p.</p> <p>Fill in the blanks and tick the right boxes on the appeal letter.</p> <p>Send your appeal letter with a copy of the mandatory reconsideration notice to the Tribunal Service. The address will be on the appeal letter.</p> <p>You are also advised to get representation for any appeal. You can ask the Glasgow City Council Appeals team, GAIN, or your local advice service for advice and free representation.</p>		<p>Send your appeal letter with a copy of the decision letter from DWP.</p>

	You can call the GAIN Helpline on 0808 801 1011. Mon – Fri 10am to 8pm, Sat 10am to 2pm. This is free. You can also call Glasgow City Council Appeals team on 0141 287 8732 during office hours		
5	<p>Once your appeal is in</p> <p>Claim any other benefits and/or hardship payments</p> <p>To find out what you might be entitled to - see “money while you are appealing” in the appeals pack or contact GAIN on 0808 801 1011 for further advice. The advice is free but some mobiles will charge.</p> <p>Collect evidence to help your appeal</p> <p>You could collect any additional medical evidence for your appeal.</p> <p>You may be able to get evidence from your doctor, nurse, Occupational Therapist, Social Worker or other health professional or support worker. We would advise you not to pay for additional medical evidence as it can be expensive.</p> <p>If you need help to get medical evidence speak to your support worker, adviser or phone the City Council Appeals team on 0141 287 8732.</p>		
6	<p>While your appeal is considered by the Tribunal Service.</p> <p>The Tribunal Service is independent from the DWP/HMRC. They will:</p> <ul style="list-style-type: none"> • check your appeal is on time and properly made, • ask the DWP/HMRC to explain their decision • arrange your appeal hearing for you. <p>They will also send you a questionnaire called a Tribunal Enquiry Form. Fill this in to tell them about any changes in your details or address, any dates you are not available to attend a hearing and who your representative is. Return your form to the address on the form.</p> <p>If you have not already done this (at step 4) organise your representation as soon as possible.</p> <p>It can often take around 3 months to get a hearing date.</p>		Note the dates you got and returned the ‘Tribunal Enquiry Form’
7	<p>You get an invitation to your appeal hearing</p> <p>Wait on a letter from the Tribunals Service inviting you to attend your appeal hearing at a set day and time. Your representative will also receive a copy of this letter. You can also arrange for a friend, relative, or support worker to go along with you for support.</p>		Hearing date : Rep

	<p>If you can't make that date (for example due to being in hospital) or can't get a representative, you can ask for a new date - contact your representative or GAIN for further advice</p>		<p>Details Contact Number 287-8732</p>
8	<p>Attend your appeal hearing and receive your decision.</p> <p>Your representative will speak to you and prepare you for the tribunal and then advise you about the outcome of your tribunal.</p> <p>The Tribunal Judge will try to issue a decision on the day.</p> <p>If you are successful there may be other benefits you are entitled to receive.</p> <p>If you are refused then your representative will provide you with advice about what to do next.</p> <p>It can often take the DWP around 6 - 8 weeks to get and process the Tribunal decision.</p>		