

Housing and Council Tax Benefit Scheme

What to do if you think a decision is wrong

After you have made your claim for benefit or there is a change in your circumstances, you will receive a decision. If you think a decision we have made about your Housing Benefit or Council Tax Benefit is wrong, the following explains what you can do about it.

These are the steps you can take:

1. Asking us to explain our decision

Telephone or write to us as soon as possible and we will explain how we have reached our decision. **This request should be sent to your Local Revenue and Benefits Centre** at the address at the top of this page. It may assist you to have an explanation in order to help you decide if you want to request a review or an appeal. A written explanation will be provided on request.

2. Asking for a reconsideration of the decision

If you ask us to look at the decision again, it will be checked by a different officer. **This request should be sent to your Local Revenue and Benefits Centre** at the address below.

Revenues and Benefits Area offices:

- **Anniesland** 841 Crow Road, G13 1YT
- **Govan** 780 Govan Road, G51 2YL
- **Parkhead** 125 Westmuir Street, G31 5EX

We will then write to you and tell you whether we have changed our original decision. If the decision cannot be changed, our letter will confirm the original decision and say why it cannot be changed. A written explanation of this will be provided on request.

3. Making an appeal

An appeal should be made in writing, including the reasons for the appeal and be forwarded to **Glasgow City Council, P.O. Box 36, Glasgow, G1 1JE**. An Appeals Officer will consider the decision and, if it cannot be changed to your advantage, this will be forwarded to the Tribunals Service for an independent hearing.

Time Limits

It is important to remember that the time limit for asking for an explanation, reconsideration and for appealing is one month from the date on the decision notice.

If you are late special circumstances such as serious illness may extend the one-month time limit however, you should contact us as soon as possible to explain these circumstances. Please note that there is an overall maximum time limit for requesting a revision or appeal of 13 months from the date of the decision.

Appeal Tribunals

- If you decide to appeal and the decision cannot be changed to your advantage your appeal will be sent to the Tribunals Service.
- The Tribunals Service is independent of the Local Authority
- The Tribunals Service will be sent a copy of your appeal, the relevant case-papers, the facts and the law used in reaching this decision. You will also receive a copy of the documents
- The Tribunal can look only at the evidence, the law and the circumstances at the time the decision was made
- A Judge at the Independent Tribunal will hear your appeal
- You and/or your representative can attend the hearing or you can ask for it to be heard in your absence
- The Judge will issue their decision in writing after the hearing
- The Glasgow Tribunal is based at 134 – 136 Wellington Street, Glasgow G2 2XL

The form below may assist you in requesting an explanation, review or appeal.

Please read these notes before printing and completing the form.

- Please provide the date of the decision you disagree with. If you do not know the date please provide a brief description of the decision
- If you have moved home since the decision was made and the decision concerns a previous address, please include all relevant addresses on the form clearly indicating which address you currently live at
- Please detail which benefit is involved – i.e. Housing Benefit, Council Tax Benefit or both
- Please say why you think the decision we have made is wrong.
- It is not enough to say, "I do not agree with the decision" or "the money is not enough". You must explain in detail why you think the decision is wrong.
- If you wish to authorise someone to act for you with regard to this, please tell us their name and address in the space provided on the form and ensure that you sign the form. Please note that anyone you authorise to act for you cannot sign the form or make the appeal; only you can do this.

You should provide any additional information or evidence that you wish to be considered. If you need to continue on another sheet, please remember to put your name, address and National Insurance (N.I.) number on any other sheets you send.

You must sign this form even if someone assists you to complete it or is acting for you in this matter.

When you have printed and completed the form, please sign and date it enclosing any evidence you wish to be considered and return it to your local Revenues and Benefit Centre or to the Appeals Team, if you wish to appeal.

If you require any further information please contact your Local Benefits Office at the address listed.

You can also get further advice on how to appeal from Advice Centres, law centres, solicitors and Citizens Advice Bureaux. You should be able to find contact details for these organisations in the phone book or local library.

