

Useful contact details:



Benefits Dept:
Tel: 01756 706 288
Email: benefits@cravenc.gov.uk



Benefits Dept:
Tel: 0845 1211 555
Email: benefits@hambleton.gov.uk



Benefits Dept:
Tel: 01423 556 455
Email: ben_rev@harrogate.gov.uk



Benefits Dept:
Tel: 01748 829 100
Email: benefits@richmondshire.gov.uk



Benefits Dept:
Tel: 01653 600 666
Email: benefits@ryedale.gov.uk



Benefits Dept:
Tel: 01757 292 155
Email: benefits@selby.gov.uk



Benefits Dept:
Tel: 0800 083 0428
Email: benefits.office@scarborough.gov.uk

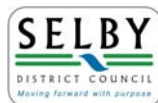


Benefits Dept:
Tel: 01904 551 556
Email: benefits@york.gov.uk

Other leaflets available:

- ▶ 1 How to claim
- ▶ 2 Non-dependant deductions
- ▶ 3 Overpayments
- ▶ 4 Extended payments
- ▶ 5 Understanding our Decision and Making an Appeal
- ▶ 6 Benefit on two homes
- ▶ 7 Benefit when you are away from home
- ▶ 8 Will you qualify?
- ▶ 9 Persons from abroad
- ▶ 10 When will your benefit start?
- ▶ 11 Students
- ▶ 12 Discretionary Housing Payments
- ▶ 13 Changes in circumstances
- ▶ 14 Backdated benefit
- ▶ 15 Second Adult Rebate
- ▶ 16 Benefit Fraud
- ▶ 17 Self-employed
- ▶ 18 Benefit for people who work

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Housing & Council Tax Benefit



Understanding our decision and making an appeal

Leaflet also available in large print

Introduction

This guide is one of a number produced with the aim of helping customers understand Housing and Council Tax Benefit.

It is intended as a general guide. People have different circumstances so for more detailed individual advice please contact your local Council's Benefits Service.



Do you understand our benefit decision?

When we have made a decision about your claim for benefit we will notify you in writing. The letter will show the information we have used to work out your benefit and you should check this letter carefully.

If you do not understand the decision or you want to know more, you should get in touch with us and ask us to explain it. We will send you a statement of reasons explaining how we have worked out your benefit.

What if you think our benefit decision is wrong?

If you are unhappy about a decision that we have made, you can ask us to look at it again—this is called a 'reconsideration'.

Alternatively, you can make an immediate appeal against our decision.

If you have requested a reconsideration, we will look at your case again. We will check it thoroughly and take account of any more information you have given in your letter. We may then:

- Decide not to change the decision;
- Change the decision and pay you more benefit; or
- Change the decision and pay you less benefit.

We will write to you and let you know what we have decided. If we decide not to change the decision you will have the right to appeal. Whenever you appeal against a decision we will always check our earlier decision again. If we decide not to change it, we will send the details of your appeal direct to the Tribunals Service for their independent consideration.

Time limits

You must ask for a reconsideration or make an appeal within one calendar month of the date of our original decision.

If you submit your request outside of one month, we will only be able to look at it if you can show that you had a good reason for not making your request within the one month time limit.

The Tribunals Service

A member of staff who is responsible for making decisions will look at your case again. They will check your claim thoroughly and take account of any more information you have given in your letter.

We could then:

- Decide not to change the decision;
- Change the decision and pay you more benefit; or
- Change the decision and pay you less benefit.

We will write to you and let you know what we have decided.

If we have not changed the decision or if we have decided to pay you less benefit and you have already asked us to pass your case to the Tribunals Service, we will do this automatically.