



South Staffordshire Council

**What to do if you disagree
with the Council's decision
about your Housing Benefit
or Council Tax Benefit**

**South Staffordshire Council
Council Offices
Wolverhampton Road
Codsall
South Staffordshire
WV8 1PX
Tel: 01902 696000
Fax: 01902 696800**

Opening Hours

8:45 am to 5:00 pm Monday, Wednesday, Thursday, Friday
8:45 am to 8:00pm Tuesday
9:30 am to 1:00pm Saturday

email: benefits@sstaffs.gov.uk
Phone: 01902 696668
Fax: 01902 696227 DX 18036

www.sstaffs.gov.uk

Do you understand our decision?

We want to be sure you are getting the right amount of benefit. When we have worked out your benefit, we will send you a decision letter. This letter will show the information we have used to work out your benefit. You should check this letter carefully.

If you do not understand our decision letter or want to know more, you should get in touch with us and ask us to explain it. You can ask for more information about a decision or a more detailed explanation by:

Phone: 01902 696668

Letter: South Staffordshire Council, Council Offices, Wolverhampton Road,
Codsall, South Staffordshire. WV8 1PX

email: benefits@sstaffs.gov.uk

or by visiting our offices.

You also have the right to ask for a full written statement of reasons explaining what we have done. If you want a full statement of reasons you have to ask for this by writing to us within one calendar month of the date on our decision letter.

If you ask us for more information after this time, we will still explain our decision to you but we may not be able to look at the decision again if you later decide we have made a mistake.

Do you think our decision is wrong?

As soon as you get our decision letter you may think we have made a mistake. You can ask for more information before deciding we have made a mistake but do not have to.

If you think we have made a mistake you can ask us to:

- look at our decision again
- pass your case to an independent tribunal that is run by the Tribunals Service by appealing against the decision.

If you want us to look at our decision again, or if you want to appeal you must write and tell us why you think our decision is wrong.

We must get your letter within one calendar month of the date in the decision letter.

If we give you a full statement of reasons you have one calendar month from the date of the original decision letter plus the time we took to send you the statement of reasons to decide if you think our benefit decision is wrong.

If you ask us to look at a decision again more than one month after the date of the decision letter you should tell us why you did not write to us earlier.

What happens next?

We will check your claim thoroughly and take account of any more information you have given us in your letter. We may even contact you to ask for more information. We could then:

- change our decision and pay you more benefit,
- change our decision and pay you less benefit, or
- decide not to change our decision.

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

If you asked us to look at your case again and you are still not happy with our decision you can still appeal and we will pass your case to the Tribunals Service. You must do this in writing within one calendar month of the date on our decision letter telling you our decision after our thorough check of your claim.

If you appealed we will pass your case to the Tribunals Service. We will do this if we have not changed our decision or if we have changed our decision and are paying you less benefit.

If your appeal is late and the council do not accept your reasons for the delay your case will still be passed to the Tribunals Service for consideration.

The Tribunals Service

If your appeal is passed to the Tribunals Service you will be sent a copy of the council's submission explaining why it has made the decision. You will also get a form, called a TASI, asking you if you want your appeal to be dealt with:

- in writing
- by attending in person.

You have 14 days to return your TASI. If you do not return it the Tribunals Service may not look at your appeal.

You have the right to take a representative to the hearing with you. If your case goes to a tribunal hearing you should try to attend. This is because you will have a better chance of success if you are at the hearing.

The tribunal will tell you its decision in writing.



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