



Request to look again at my claim for benefit

About you

The council must get this form within one month of the date of the letter telling you its decision.

Name:

Address:

Daytime telephone number:

Benefit claim number:

Please tick one of the boxes below to say which benefit or benefits you are referring to:

Housing Benefit only Council Tax Benefit only Housing Benefit and Council Tax Benefit

What you want us to do

Please indicate which of the following three options you want – please tick one box only.

Ask for an explanation

If you do not understand how the council has worked out your benefit, or you want to know more about any part of the calculation, you can ask for an explanation.

Would you like your explanation to be given:

By telephone

Please tick one box only

In writing, (we will provide a statement of reasons)

When you get the explanation, if you disagree with the decision or think we have made a mistake you can:

- ask us to look at our decision again
- appeal against the decision, in which case we will send your appeal to an independent tribunal run by the Tribunals Service.

You must do this within one month of the date of our original letter (the time taken by us to provide a statement of reasons is added to the one month).

Please turn over

Ask us to look at our decision again

If you think we have made a mistake you can ask us to look at our decision again. We will check your claim thoroughly and take account of any information you have given. Please use this form to explain to us why you think your benefit is wrong. You must do this within one month of the date of our original letter (If you asked for a written statement of reasons the time taken by us to provide this is added to the one month).

If we look at our decision again and decide our decision was wrong we will put it right and send you a new decision letter with new appeal rights.

If we do not think we have made a mistake and do not change our decision we will let you know. You can then accept our decision or you can appeal against the decision in which case we will send your appeal to an independent tribunal. If you want to appeal you must write to us within one month of us telling you that we have not changed our decision.

Appeal against the decision

You can ask us to do this without first asking for an explanation or for us to look at our decision again. Your appeal must be received within one month of the date of notification of our decision.

Before we process your appeal we will check how we have worked out your benefit and correct any mistakes. If this means:

- we can pay you more benefit we will let you know and we will not send your appeal to the Tribunals Service. The letter telling you our new decision will give you new appeal rights
- we do not change our decision we will send your appeal to the Tribunals Service
- we change our decision but not in your favour, you will be given the opportunity to make representations against this new decision. If you do not reply or you reply and nothing changes, your appeal will continue but against this new decision. When we send the case to the Tribunals Service we will send you a copy of the information we send.

The details you want us to explain or look at

Please use this space to say what you want us to explain or why you do not agree with the decision. If you need more space, use another sheet of paper. Please remember to put your name on any extra sheets of paper.

- Please include as much information as possible. You have to say why you think the decision is wrong. It is not enough to say, "I do not agree with the decision" or "I need more money". The reasons you give should be like these examples:
 - My rent is £75 per week but you have said it is £35 per week
 - I moved into the property on 1 July not 1 August
 - I earn £150 per week but you have shown it as £250 per week
- If you have evidence to support what you are telling us, please provide this.
- If you are unsure about more than one decision, you must say why you do not agree with each one.
- If you are giving us this information more than one month after the decision was made, you must tell us why you did not tell us earlier.

Please enter the date at the top of your decision letter:

Please use this space to provide any more details.

Your signature

Please make sure you have filled in all the parts of this form and signed it.

Your signature:

Date:

If you have arranged for someone to help you please give us their name and address

Name:

Address:

Sign here to authorise this person to act for you:

What to do now

When you have filled in this form send it to us either by post or email.



South Staffordshire Council

**South Staffordshire Council, Council Offices, Wolverhampton Road, Codsall
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Opening Hours

8:45 am to 5:00 pm Monday, Wednesday, Thursday, Friday

8:45 am to 8:00 pm Tuesday

9:30 am to 1:00 pm Saturday

email: benefits@sstaffs.gov.uk

Phone: 01902 696668

Fax: 01902 696227 DX 18036

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