

What to do if you think this decision is wrong

If you think the decision is wrong, please get in touch with us by telephone or in writing, **within one month of the date of this letter**. If you do not contact us within one month of the date of this letter we may only be able to change the decision from the date you contact us. Our telephone number and address are on the front page of this letter.

You can appeal against this decision, but you cannot appeal until we have looked at the decision again. We call this a **Mandatory Reconsideration**.

You, or someone who has the authority to act for you, can:

- ask us for an explanation of the decision, or
- ask for a written statement of reasons for the decision, if we have not already sent one
- ask us to look at the decision again, to see if it can be changed. There may be some facts you think we have overlooked, or you may have further information that affects the decision.

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a **Mandatory Reconsideration Notice**. This will include the information you need to be able to appeal.

You cannot appeal against a decision to take deductions to pay back:

- a loan from the Social Fund;
- a Short Term Benefit Advance;
- an overpayment;
- a payment from the Out of Hours Service;
- any penalty you agreed to pay back.

More information - Help and Advice

You can get advice on benefit matters from the Citizens Advice Bureau or Local Law Centre. Solicitors can also give you free advice under the Legal Advice and Assistance Scheme. But before you consult a solicitor, make sure that the advice is free. You cannot get any help from this department to meet charges made by a solicitor for advice.

It will help the advice centre if you take this letter with you to show them.

Please keep this letter for your information

It will help us if you have this letter when you make any enquiries or need an explanation about the decision.