



# How to Appeal Against a Decision on Your Housing Benefit



- In either case a new **one month** time limit starts from the date on the letter telling you about the decision.

### **Do you want to appeal against the decision?**

- Does the decision letter say you have the right to appeal?
- Do you believe the decision is wrong?
- Do you want to appeal to an independent tribunal?

If you  to all of these please use the form at the back of this booklet.

### **What happens next?**

The Tribunal Service will decide your appeal at a tribunal hearing. The Tribunal Service is based in Glasgow.

### **To make your appeal you need to:**

- Fill in the appeal form. You can get help from an advice centre, Welfare Rights or a solicitor. (You will find some useful address and telephone numbers on page 9 of this booklet.)
- Write down the reasons for your appeal. This is important because the tribunal does not have to consider anything you do not write down. Remember to sign the form.
- Send the form to one of our offices within **one month** of the date on the decision





- If the tribunal think they need you to go to an oral hearing they can refuse your request for a paper hearing.

If you choose a paper hearing but change your mind, you can choose to have an oral hearing. Write to the Tribunal Service straight away.

## **The Result**

## **How to appeal**

Your decision letter from the Tribunal Service will tell you what to do if you are unhappy with the decision. Read this carefully. It tells you important time limits for a further appeal.

You cannot appeal unless you first get the statement of reasons for

## **Customer Service Points - Office opening hours**

Monday to Friday 9am to 12.30pm

With the exception of the Tiree office which opens 1.30pm to 4.15pm

## **Other organisations that can help:**

Argyll and Bute Council Welfare Rights:

|                                   |   |
|-----------------------------------|---|
| Kintyre and Islay                 | Welfare Rights Officer, Burnet Building, St John Street, Campbeltown PA28 6BJ |
| Mid-Argyll, Tarbert and Inveraray | Welfare Rights Officer, Dalriada House, Lochgilphead PA31 8ST                 |
| Cowal                             | Welfare Rights Officer, Dolphin Hall, Dunoon PA23 7DQ                         |
| Bute                              | Senior Welfare Rights Officer, Dolphin Hall, Dunoon PA23 7DQ                  |
| Lorn and the Isles                | Welfare Rights Officer, Municipal Buildings, Albany Street, Oban PA34 4AW     |
| Helensburgh/Lomond                | Welfare Rights Officer, 45 West Princes Street, Helensburgh G84 8BP           |

To make an appointment with a Welfare Rights Officer for your area please call 01546 605517.

## **Other**

|                                  |              |
|----------------------------------|--------------|
| Citizens Advice Bureau           | 01546 605550 |
| Islay & Jura Advice Centre       | 01496 810669 |
| Bute Advice Centre               | 01700 502784 |
| Mull information & Advice Centre | 01688 303022 |