

Housing and Council Tax Benefits

Appeals

When you apply for Housing or Council Tax Benefit we will give you a decision in writing about your claim. If you disagree with it you can ask us to look at it again.

We want to make sure that you are getting all the benefits you are entitled to. But we may have overlooked something, you may have completed your application form incorrectly or maybe we have simply made a mistake. If you are not happy with the way your benefit has been calculated we want to hear from you so that we can put it right

There are different ways in which you can do this. You can contact us to:

- Ask us to explain our decision;
- Ask us to look at the claim again; or
- Appeal against the decision.

You must write to us within **one month** of the date on the decision letter. If there are special circumstances which mean you cannot write to us within one month, you must contact us to explain why because we may still be able to look at our decision again.

The decision will be checked by a different officer to the one who made the original decision, to see if it is correct.

If you want to proceed with a formal appeal you must appeal by writing a letter or filling in an appeal form, which you can get from us. You must send your appeal to our Charlotte House office within **one calendar month** of the date on the letter.

The Tribunals Service will make a decision about your appeal at a tribunal hearing. The tribunal hearing is made up of people who are independent of us.

Click on the following links for a more detailed information on appeals :

- [AppealsLeaflet](#)
- [AppealForm](#)