

Community Care Grant and Crisis Grant Reviews

If you don't agree with our decision then you can request a review.

1st tier review

The 1st tier review offers an opportunity to "re-make" the original decision, based on a thorough look at the evidence and any new information.

- We will make arrangements for your case to be considered by a decision maker, who was not involved in the original decision.
- The person carrying out the review will re-consider the merits of your application.
- The decision maker carrying out the first tier review may need to gather additional information or evidence to enable us to reconsider your application.

You can ask for a first tier review if:

- you don't agree with the decision on eligibility, for example due to repeat applications or receipt of qualifying benefits
- you don't agree with the decision on qualifying circumstances, for example the decision maker did not consider you to be in crisis but you disagree
- you believe that the priority level allocated to your application was not appropriate/should have been higher
- you believe that insufficient information was gathered during the application process to make a decision
- the application was refused on the grounds that there was insufficient evidence, but you consider that there was
- you do not agree that the support you have been provided with is appropriate to your needs, for example you were awarded items and not money or you do not think that the money you were awarded was enough to buy what you need.

Applications for review should:

- be made within 20 working days of the original decision, though we may use our discretion to allow later applications
 - be made in writing and explain the reason for your request and include any additional information to support the case
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- include any reference number and the date of the decision being questioned
- be signed by the applicant. If made on behalf of the applicant, consent should usually be received from the applicant in writing unless this places unreasonable demands, for example due to disability or other health issues, or problems with literacy.

Crisis grant - the maximum processing time for a 1st tier review of a crisis grant application should be 2 working days.

Community Care Grant - the maximum processing time for a 1st tier review of a crisis grant application should be 15 working days.

Decisions from a 1st tier review will be notified to you in writing. In urgent cases, the result can be given as soon as possible, by phone and then followed up in writing.

Independent Review

If you are unhappy with our decision on your 1st Tier Review, you have the right to ask the Scottish Public Services Ombudsman (SPSO) for an independent review. The SPSO are not part of the council.

You should ask the SPSO for an independent review within one month of receiving our decision. In some circumstances you may be able to ask for a review after this. You should contact the SPSO for advice.

You can ask the SPSO for an independent review over the phone or in writing. If you prefer, they will send you a form in the post, or you can print it off their website or fill it in online.

How to contact the SPSO:

- By phone on 0800 014 7299. Calls are free to this number, even from mobiles.
- Write to this address: **FREEPOST SPSO**. You don't need to use a stamp.

Website: www.spsos.org.uk/scottishwelfarefund
