



Appeals Process

In terms of appeals against allocation decisions, we have established a formal appeal system. For example, an applicant may appeal against an assessment we make concerning their housing needs.

Timescale for submitting an appeal

We expect appeals to be submitted within 14 days of receiving a decision on your housing need

Late appeals

Only in very exceptional circumstances will an appeal be accepted if more than 14 days from the outcome.

Who should carry out the appeal

The Allocations Manager will review all 1st level appeals and make a decision within 14 days of receiving the appeal unless there is further information required. Property Needs Assessments may take longer as an occupational therapist assessment may be required. You will be advised in writing if further information is required or an Occupational Therapist is required to carry out an assessment at your home.

Further right of appeal

If you are unhappy with the 1st level appeal outcome, you have a further right of appeal and can do so by writing to the Customer Service Manager within 14 days of receiving your outcome.

The appeals process should incorporate the following:

- The process should be as speedy as is consistent with a full and fair hearing of the case.
- The applicant should be fully informed of the points to be considered in the appeal. This means that the decision letter should give clear reasons as to why the applicants appeal has been unsuccessful. In addition if at 1st and/or 2nd level the appeal has been refused, clear reasons and explanation for the refusal should be provided in the appeal decision letter.