



## **APPEAL/REVIEW PROCEDURE**

### **EMERGENCY PROVISION**

If a customer is not happy with the decision made on their application can request a review of the decision stating why they think the decision is not correct. This review can be made immediately the decision is delivered and must be made within 24 hours of the decision. The application will be reviewed within 2 working days of the request.

Given the short timescales, a request for a review must be made verbally. Reviews will be carried out by a team leader and, in the absence of a team leader then the manager will review.

The review decision is final.

### **GRANT PROVISION**

If a customer is not happy with the decision made on their application, they can request a review of the decision. The review must be made in writing within 28 days of the decision setting out the reasons why they want a review. A decision will be made on the review within 21 days and the customer notified in writing.

The review will be carried out by the Team Leader and in the event of their absence, the manager. A decision will be made on the review within 21 days and the customer will be notified in writing. If the review is successful, money will be paid direct to the customer's bank account within 7 working days.

### **COMPLAINTS**

Dissatisfaction with a decision is not a matter for the complaints procedure and customers must be advised of their right to a review of the decision in line with the review procedure and how to make a request. If a customer makes a verbal representation about a decision on a crisis loan the requesters details (including tel number) and reasons for review should be noted down by the officer receiving the verbal feedback and referred on to the review process within 1 working day.

Complaints about the handling of the process of application or review will be dealt with through the complaints procedure within 5 working days. For information relating to the complaints procedure then please follow the link below. For example, complaints about poor communication, delay. Complaints purely about the decision should be dealt with via a review. Complaints that the process leading to the decision was flawed should be dealt with through the complaints procedure.

<http://www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/customer-feedback/default.aspx>