

# Your independent review, our decision

## Reconsideration request form

Use this form to ask us to reconsider the decision we made in our independent review. You should do this **within one month** of receiving our decision. There are limited reasons for asking us to reconsider. So it is important that you read the information below before filling in this form.

### Asking us to reconsider our decision

These are some possible examples of where we may reconsider our decision:

- 1** We made our decision based on a material error of fact, which can be shown using readily available information.
- 2** We failed to apply guidance or legislation correctly.
- 3** We acted unreasonably or disproportionately, or showed bias in making our decision.

When sending any additional information to us, please tell us if you have given the council the opportunity to consider it. If possible, please include their response.

**We will not accept a reconsideration request just because you disagree with our decision.**

### Your contact details

Full Name **Mr / Mrs / Miss / Ms / Mx / Dr / Other** (please state)

Address

Postcode:

Phone no(s)

Email

SPSO reference number

How you would like us to contact you (phone, post or email)?

## Why you want us to reconsider our decision

From the decision letter you received about our independent review, please provide clear details of why you want us to reconsider it. For example, did the letter contain facts that were not accurate? If so, please, if possible, provide copies of information to support this. Alternatively, if you have **new and relevant information** that you believe affects our decision, you need to tell us about this. Please use the box below to explain why you feel this new information is relevant. You should attach copies of these documents to the form before sending it to us.

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## What happens next?

We'll write to confirm we have received your form and paperwork within two working days of receiving it. We aim to provide a full response:

- for Crisis Grants, within one working day from when we get all the information we need to make our decision, and
- for Community Care Grants, within 21 working days from when we get all the information we need to make our decision.

If we need more time to consider your request, we'll write to tell you this.

**Please return this form and supporting paperwork to FREEPOST SPSO.**

**You don't need to use a stamp.**

**Please contact us if you need help with this form, or would like it in another language or format (such as large print, audio or Braille).**

**Our phone number is 0800 014 7299 – calls are free to this number, even from mobiles.**

