



How to Appeal Against a Decision on Your Housing Benefit

- In either case a new **one month** time limit starts from the date on the letter telling you about the decision.

Do you want to appeal against the decision?

- Does the decision letter say you have the right to appeal?
- Do you believe the decision is wrong?
- Do you want to appeal to an independent tribunal?

If you to all of these please use the form at the back of this booklet.

What happens next?

The Tribunal Service will decide your appeal at a tribunal hearing. The Tribunal Service is based in Glasgow.

To make your appeal you need to:

- Fill in the appeal form. You can get help from an advice centre, Welfare Rights or a solicitor. (You will find some useful address and telephone numbers on page 9 of this booklet.)
- Write down the reasons for your appeal. This is important because the tribunal does not have to consider anything you do not write down. Remember to sign the form.
- Send the form to one of our offices within **one month** of the date on the decision

- If the tribunal think they need you to go to an oral hearing they can refuse your request for a paper hearing.

If you choose a paper hearing but change your mind, you can choose to have an oral hearing. Write to the Tribunal Service straight away.

The Result

How to appeal

Your decision letter from the Tribunal Service will tell you what to do if you are unhappy with the decision. Read this carefully. It tells you important time limits for a further appeal.

You cannot appeal unless you first get the statement of reasons for

Customer Service Points - Office opening hours

Monday to Friday 9am to 12.30pm

With the exception of the Tiree office which opens 1.30pm to 4.15pm

Other organisations that can help:

Argyll and Bute Council Welfare Rights:

Kintyre and Islay	Welfare Rights Officer, Burnet Building, St John Street, Campbeltown PA28 6BJ
Mid-Argyll, Tarbert and Inveraray	Welfare Rights Officer, Dalriada House, Lochgilphead PA31 8ST
Cowal	Welfare Rights Officer, Dolphin Hall, Dunoon PA23 7DQ
Bute	Senior Welfare Rights Officer, Dolphin Hall, Dunoon PA23 7DQ
Lorn and the Isles	Welfare Rights Officer, Municipal Buildings, Albany Street, Oban PA34 4AW
Helensburgh/Lomond	Welfare Rights Officer, 45 West Princes Street, Helensburgh G84 8BP

To make an appointment with a Welfare Rights Officer for your area please call 01546 605517.

Other

Citizens Advice Bureau	01546 605550
Islay & Jura Advice Centre	01496 810669
Bute Advice Centre	01700 502784
Mull information & Advice Centre	01688 303022