



## Housing Benefit/Council Tax Reduction

### Request for an explanation of a Benefit Decision or Application to dispute a Benefit Decision

You need to send this form to the Council within one calendar month of your original Benefit notification letter being sent.

|                           |                       |
|---------------------------|-----------------------|
| Name:                     |                       |
| Address:                  |                       |
| Daytime Telephone Number: | Benefit Claim Number: |
| Email Address:            |                       |

Please indicate which of the following two options you wish to apply for – please tick one box only (A or B):

- A. Request for an explanation.** If you do not understand how the Council has assessed your Benefit claim, or you would like further information on any part of the calculation, then you may request an explanation.

**Would you like your explanation to be given:**

Verbally, (by telephone)

In writing, (written statement of reasons)

If, once you receive the explanation, you disagree with the decision that we have made you may dispute the decision provided it is received within **one** calendar month from the date the Council sent the first letter notifying you of our decision. Any time that it takes us to issue you with our explanation, is not counted in the **one** month time limit.

- B. Dispute a decision.** If you would like us to look at your Benefit decision again, because you think it may be incorrect, or you think we may have made a mistake, then you may dispute the decision. An Officer, who will be a different Officer from the one who originally looked at your claim, will look at this. You will receive a letter explaining whether or not we have been able to change the decision, and the reasons why we have or have not changed it. Following receipt of the letter, if you are still not satisfied with the decision that has been made you will be given the opportunity to make an appeal to the Tribunal Service.

Alternatively, you may request an appeal from the outset, when your request is received an Officer will reconsider your case and if unable to change the decision it will be forwarded to The Tribunal Service for a hearing.

**Date of the Decision you wish to query / dispute**

You can obtain this date from your notifications or decision letter

This form must be received within one calendar month of the date on the letter telling you about the decision you disagree with if you are applying late, I can only consider your request if you have special circumstances.

**I am applying late because:**

Your request can only be considered if you have special reason for applying late

**Please explain which part of the Council's decision you are querying:**

**If you are disputing a decision, you must explain why you think the Council's decision is incorrect.**

Please include as much detail as possible. If you have any evidence to back up your request, please provide this.

*(continue on a separate sheet of paper if necessary)*

Please ensure that any additional documents that you are sending in are securely attached to this form.

Signature of Applicant:

Date:

We will aim to deal with your dispute within 28 days from the date it is received. If you have not received a response within 28 days, please contact our Customer Contact Centre on 01952 383838.

This form should be completed in full and returned to:

**Benefits Service, Telford & Wrekin Council, PO Box 249, TELFORD, TF3 4LP**