



14. Appealing a decision

If you disagree with the outcome of your financial assessment or a Deferred Payments/Interim Funding decision you should contact our Financial Assessments and Benefits Team (FAB Team) as soon as possible.

We will:

- Go through the information with you to check the assessment and decisions have considered all your relevant information in line with the Charging and Financial Assessment rules.
- Discuss with you the parts of the assessment or decision you disagree with and
- Note any exceptional expenditure (financial assessment) or circumstances (deferred payments/interim funding) that you believe we should consider

If you are still dissatisfied after this discussion you can lodge an appeal

If you wish to lodge an appeal

You must submit the appropriate Appeal Request Form to the Financial Assessments and Benefits Team.

- [Financial Assessment Appeal Request Form](#)
- [Deferred Payment Agreement /Interim Funding Appeal Request Form](#).

We can support you to complete the form and may suggest you provide further information and evidence to support your Appeal.

You may also wish to seek support from an independent local information and advice service – see our factsheet “Independent Local Advice Organisations –paying for care”.

Stage 1: Team Leader Review:

The FAB Team Leader will:

- check your financial assessment is accurate
- check we have applied the Council’s policies, the national regulations and guidance fairly
- consider any new information you provided with your Appeal Request.
- contact you with the outcome of the review and confirm this in writing.

If you are still dissatisfied you can ask for a Stage 2 Review

Stage 2: Senior Manager Review.

A Senior Manager will:

- analyse the decision reached at Stage 1

- consider any new information
- write to you to confirm their decision

If you are still dissatisfied you can make a formal complaint.

How to complain

The easiest and quickest way to tell us you are unhappy is to speak with the member of staff you have been working with or their manager. They will listen to your concerns and work with you to find a solution that everyone is happy with.

Alternatively you can contact the [Customer Relations Team](#) who are independent of operational services and will guide you through the complaint process.

If you are still not satisfied with our response to your complaint you have the right to take your concerns to the [Local Government and Social Care Ombudsman](#).