

Glasgow Poverty Leadership Panel – working to address poverty in the city



QUICK START GUIDE

If you are not happy with a decision about your benefits you can usually appeal it. This pack is to help you appeal. Starting the process is quite easy – it usually involves sending a simple letter. You can get help for the later stages of the process.

Asking for a reconsideration

For most benefits paid by the Department for Work and Pensions (DWP) the first step is to ask for a reconsideration. Use the letter in this pack marked **GMR1** – just fill in the blanks and send to the address on their letter telling you about the decision. You need to do this **within one month of the date on the letter**. If you're not happy with the result of the review you can then appeal.

Jobseeker's Allowance (JSA) or Employment Support Allowance (ESA).

The first step is to ask for a reconsideration as explained above. If you have been sanctioned you should also go to the Jobcentre Plus Office and apply for a hardship payment. Contact GAIN or your local advice agency without delay.

Disability Living Allowance (DLA) or Personal Independence Payments (PIP) If you have been turned down for DLA or PIP ask for a reconsideration as explained above. If you are already getting DLA or PIP but think you should be awarded more – get advice before asking for a reconsideration or appeal to ensure you protect what you are getting.

Housing Benefit – send a letter saying you want to appeal and why to Glasgow City Council, P.O. Box 36, Glasgow, G1 1JE or print the letter from the web page below. www.glasgow.gov.uk/appealspack

You can get advice over the phone from the **GAIN Helpline 0808 801 1011** Mon – Fri 10am to 8pm, Sat 10am to 2pm. This is free to call from a BT landline (some mobiles will charge). Glasgow Advice and Information Network (GAIN) is a partnership of organisations providing free advice in the city.

Get the latest version of the Appeals Pack from www.glasgow.gov.uk

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ABOUT THIS PACK

If you are not happy with a decision about your benefits you can usually appeal it. This pack is to help you appeal.

The latest version of the appeals pack can be downloaded and printed from www.glasgow.gov.uk/appealspack Glasgow Libraries will print this for you free of charge – remember to take this pack with you or a note of the web address.

IN THIS PACK

1. **Quick Start Guide** – first steps to appealing main benefits
2. **About this Pack**
3. **The Appeals Process**
4. **How to apply for money while you are appealing your decision.**
5. **A letter you can use to ask for a reconsideration**

This is marked GMR1. Just fill in the blanks and send it to the DWP at the address on the letter they sent you with the decision.

6. **An example of a letter from DWP with the result of the reconsideration.**

This is marked **NOTICE 1**. This will say if they have changed their decision or not. If you are still not happy with the decision you should appeal.

7. **Appeals checklist**
8. **List of benefits and abbreviations**
9. **How to comment or complain**
10. **Appeal letter – Jobseeker’s allowance**

If you can’t get the right letter from www.glasgow.gov.uk/appealspack use the one below.

11. **Appeal letter – for any ‘social security’ benefit**

Disclaimer

This pack was correct when it was printed. For the most up to date information go to www.glasgow.gov.uk/appealspack This pack is for use in the Glasgow City Council area – the arrangements for getting support will be different if you live outside the city.

Get the latest version of this pack and more appeal letters from our web page
www.glasgow.gov.uk/appealspack

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THE APPEALS PROCESS FOR MOST BENEFITS

How you appeal decisions about most benefits changed in October 2013.

For benefits paid by the Department for Work and Pensions (DWP) and Her Majesty's Revenue & Customs (HMRC) you now have to ask for a 'reconsideration'. If you're not happy with the result of the reconsideration you can then appeal.

This affects Jobseeker's Allowance, Employment Support Allowance and other benefits including Child Benefit and Tax Credit (what people used to call 'social security' benefits).

This pack tells you how to ask for a reconsideration, what happens next and when you can appeal. There are letters in the pack you can easily fill in and sent to DWP. The letter to ask for a reconsideration is marked **GMR1**.

The Housing Benefit decision and appeal process has not changed and appeals should be submitted as normal to your local authority, the address will be on any decision letters you receive from them.

If you have been turned down for DLA or PIP ask for a reconsideration. If you are already getting DLA or PIP but think you should be awarded more – get advice before asking for a reconsideration or appeal to protect what you are getting.

Asking for a Reconsideration

The first step to appeal now is to ask for a reconsideration. The Department of Work and Pensions DWP call this a 'mandatory reconsideration'.

This is best asked for in writing. We have included a letter in this pack (marked **GMR1**) that you can use for this – just fill in the blanks and send this to the DWP or HMRC. The address will be on the letter telling you about the decision you want reconsidered. You should do this **within one month** of the decision date on your letter.

They will reconsider the decision as soon as they can and send you a letter... The letter will tell you that they have carried out the reconsideration, and if they have changed their decision or not. There is an example in this pack marked **NOTICE 1**. Your letter might not be exactly the same as this, but should clearly say 'mandatory reconsideration notice'. This letter will tell you about your right to appeal. You can get advice over the phone from the **GAIN Helpline 0808 801 1011** Mon – Fri 10am to 8pm, Sat 10am to 2pm. This is free to call from a BT landline (some mobiles will charge).

You may be contacted regarding your reconsideration request by telephone to talk you through their decision and/or to request any additional evidence before they issue this notice.

Asking for an Appeal Hearing

If you are still not happy with the decision from the reconsideration you may be able to appeal – the letter from the DWP will tell you about this.

If you have the right of appeal and you want to go ahead with an appeal you need to do this within one month of the date on the decision letter.

You must send:

- A copy of your mandatory reconsideration notice
- A standard appeal letter signed and dated – more info below

The best way to get the right appeal letter is to go to our internet page at www.glasgow.gov.uk/appealspack and print the right letter for your benefit. Any Glasgow Library will print this for you – it will help if you take this pack with you.

These letters include the reasons you can appeal each benefit – you just have to tick the reasons that apply. These letters also let you name Glasgow City Council's Welfare Rights Officers as your representative. They will come to the appeal with you and will receive copies of the appeal documents. This a free service for anyone living in the Glasgow City Council area.

If you prefer you can use the **SSCS1 Form** appeal letter in the 'How to Appeal' document they should have sent with your decision notice..

Send your Appeal Letters Direct to - **Her Majesty's Courts and Tribunals Service, HMCTS, SSCS Appeals Centre, Po Box 27080, GLASGOW G2 9HQ**. This is known as direct lodgement.

Do not send your appeal letter to the local DWP or HMRC office.

You can go to Social Work, GAIN or a local advice agency for advice and representation.

MONEY WHILE YOU ARE APPEALING YOUR DECISION

Employment and Support Allowance (ESA) Mandatory Reconsideration

- You **cannot be paid** ESA during the 'mandatory reconsideration' period.
- The Mandatory reconsideration should take the Department for Work and Pensions (DWP) around 14 days to complete; however, this may be longer if the DWP needs further information.
- You may be able to claim other benefits during this time, such as Jobseeker's Allowance (JSA) or hardship payments, you should ask about your entitlement at your local Jobcentre Plus office.
- If you are refused JSA or hardship payments you should seek further advice especially if you have no money to live on.
- For more advice you can call the GAIN **Helpline 0808 801 1011**. This is open Mon – Fri 10am to 8pm, Sat 10am to 2pm. This is free to call from a BT landline (some mobiles will charge).

Employment and Support Allowance (ESA) Appealing a Decision

- You only have **one calendar month** after receiving your reconsideration decision (called a 'mandatory reconsideration notice' – see **NOTICE 1** in this pack), to make an appeal. You need to send your appeal to the address on the appeal letter. It goes to Her Majesty's Courts and Tribunal Service (HMCTS) and not DWP.
- You **can be** paid ESA during the time you are awaiting your appeal hearing, this means after you send in your appeal request and you are awaiting an appeal hearing date. Ask Jobcentre Plus to do this (it's called 'ESA rapid reclaim'), or you can use the letter for this on www.glasgow.gov.uk/appealspack.

Jobseekers Allowance (JSA)

- Claiming JSA during the reconsideration period will have no impact on your ESA claim or appeal.
- If you have not claimed any benefit during the mandatory reconsideration period DWP should put ESA back into payment soon as they get your appeal letter.
- You must continue to provide medical evidence (fit notes) to cover the appeal period and provide any backdated fit notes.

Claiming Hardship Payments

- If your ESA stops, you could claim hardship payments to cover your basic living expenses until you receive your mandatory reconsideration notice from the DWP.
- If you claim hardship payments during the mandatory reconsideration period and you then appeal the decision, you should submit backdated sick lines (now called fit notes') from the doctor.
- If you **only received** hardship payments during the mandatory reconsideration period, you could be due some ESA money back if you are successful at your appeal hearing.

Personal Independence Payment (PIP)

- Sometimes there is a risk of losing benefit if you challenge a decision.
- If you are awarded Personal Independence Payment (PIP) 'daily living component' and 'mobility component' both at the standard rate and you ask for a mandatory reconsideration, or an appeal, the DWP or Tribunal can look at the **whole of your award** and you can risk losing what you have.
- You should always seek advice before asking for a mandatory reconsideration for your DLA or Personal Independence Payments.

Late Applications - Mandatory Reconsiderations/Appeals

- You do not have an automatic right to request a mandatory reconsideration if you miss the **one month time limit**. You can however, request an 'anytime review' from the DWP.
- If your review is refused, or it is not accepted as it is late, you may be able to request the Tribunal Service look at this instead of the DWP and you should seek further advice if you are out of time or you are refused.
- Late applications for appeals are still possible; seek further advice if you have missed the one month time limit for submitting an appeal request.

[Use this letter to ask DWP or HMRC to review a benefit decision]

NAME:

Name of Appointee:

ADDRESS:

Date of Birth:

National

Insurance No:

The Manager

DWP or HMRC

**[The address will be at the top
Of your DECISION notice]**

Dear Sir/Madam

GENERAL MANDATORY RECONSIDERATION REQUEST

Please accept this letter as a request for a reconsideration of your decision
(*add date) / / in respect of my claim for [add the benefit name]
..... I understand that I must request this in
order to activate my right of appeal.

I do not accept that the decision maker has properly considered my
circumstances or applied the law correctly in making the decision. I would
appreciate you carrying out your reconsideration timeously. **[Please see
attached documents/the reverse of this letter for information relevant to this
request*]**

If my request is late, please accept that this was due to special reasons that
meant that I could not have practicably requested a reconsideration any
earlier. My special reasons are (see over):

(Continues on next page)

(Continued from other side or previous page)

SUPPORT WORKER DETAILS

I authorise you to release information relevant to this request to my Support Worker:

Name: _____

Address: _____

Contact No: _____

and for my Support Worker to act on my behalf in relation to this reconsideration request. Please ensure they receive copies of all further correspondence in relation to this request, please contact them initially to discuss the outcome of the reconsideration.

Please be aware that English is not my first language and I may require further support to have your decision translated or to discuss the outcome of the review. For further interviews I require an interpreter in:

Language: _____

Dialect: _____

Yours faithfully

Signature: _____

Date: _____

Any more information I want to give is below and on an extra sheet -

Notice 1

[This is the type of letter you might get from DWP telling you the result of their Review – in this one they have not changed their decision]

[DWP Logo]
Department
for Work &
Pensions

Department for
Work & Pensions
Address
Reference : AB123456C
Date 07-May-2014

Dear [your name]

Your Mandatory Reconsideration Notice

You asked us to look again at the decision we sent on 22-April-2014.
We have taken into account all the information available.

We have not changed our decision.

An explanation of the Mandatory Reconsideration decision is set out below.

Mandatory reconsideration – Not Revised

[They will give you a list of reasons here]

Exceptional Circumstances

I have also considered whether any exceptional circumstances apply under the regulations apply to you.

I am therefore unable to revise the decision of xx date.

Yours sincerely

Mr A Person

[Manager at DWP]

What to do if you think this decision is wrong

If you still think this decision is wrong, you or someone acting for you can appeal to an independent tribunal. If you want to appeal you must do so within one month of the date of this letter...

Benefit Appeals Checklist

Keep copies of any letters you receive or send – there is a pocket to keep them in the appeals pack.

Step	Action	Tick when done	Note Important dates
1	<p>You get a letter about a benefit decision you are not happy with from the DWP or HMRC.</p> <p><u>Keep a copy of the letter.</u></p>		
2	<p>Ask for a ‘mandatory reconsideration’ of their decision.</p> <p>Use letter GMR1 in this pack – fill in the blanks and send back to the DWP or HMRC office that issued your decision. You need to do this within one month of the date in the decision letter.</p> <p>They may contact you by phone as part of the review. This could be to ask for dates or medical history details. If they phone you their number may show on your phone as ‘unknown’ or ‘withheld’. You can ask them to contact your support worker, adviser or carer if you prefer.</p>		
3	<p>Wait on a decision letter from the DWP/HMRC.</p> <p>This letter will be called a ‘mandatory reconsideration notice’; there is a sample of what this looks like in the appeals pack marked ‘NOTICE 1’.</p> <p><u>Keep this letter – you will need it to appeal.</u></p>		
4	<p>Appeal – if you are not happy with the decision.</p> <p>You need to do this in writing within one month of the date on the letter attached to the mandatory reconsideration notice.</p> <p>You can print a letter to appeal each of the main benefits from our web page at www.glasgow.gov.uk/appealspack. Glasgow Libraries can print these for you and won’t charge more than 20p.</p> <p>Fill in the blanks and tick the right boxes on the appeal letter.</p> <p>Send your appeal letter with a copy of the mandatory reconsideration notice to the Tribunal Service. The address will be on the appeal letter.</p> <p>You are also advised to get representation for any appeal. You can ask the Glasgow City Council Appeals team, GAIN, or your local advice service for advice and free representation.</p>		<p>Send your appeal letter with a copy of the decision letter from DWP.</p>

	<p>You can call the GAIN Helpline on 0808 801 1011. Mon – Fri 10am to 8pm, Sat 10am to 2pm. This is free. You can also call Glasgow City Council Appeals team on 0141 287 8732 during office hours</p>		
5	<p>Once your appeal is in</p> <p>Claim any other benefits and/or hardship payments</p> <p>To find out what you might be entitled to - see “money while you are appealing” in the appeals pack or contact GAIN on 0808 801 1011 for further advice. The advice is free but some mobiles will charge.</p> <p>Collect evidence to help your appeal</p> <p>You could collect any additional medical evidence for your appeal.</p> <p>You may be able to get evidence from your doctor, nurse, Occupational Therapist, Social Worker or other health professional or support worker. We would advise you not to pay for additional medical evidence as it can be expensive.</p> <p>If you need help to get medical evidence speak to your support worker, adviser or phone the City Council Appeals team on 0141 287 8732.</p>		
6	<p>While your appeal is considered by the Tribunal Service.</p> <p>The Tribunal Service is independent from the DWP/HMRC. They will:</p> <ul style="list-style-type: none"> • check your appeal is on time and properly made, • ask the DWP/HMRC to explain their decision • arrange your appeal hearing for you. <p>They will also send you a questionnaire called a Tribunal Enquiry Form. Fill this in to tell them about any changes in your details or address, any dates you are not available to attend a hearing and who your representative is. Return your form to the address on the form.</p> <p>If you have not already done this (at step 4) organise your representation as soon as possible.</p> <p>It can often take around 3 months to get a hearing date.</p>		Note the dates you got and returned the ‘Tribunal Enquiry Form’
7	<p>You get an invitation to your appeal hearing</p> <p>Wait on a letter from the Tribunals Service inviting you to attend your appeal hearing at a set day and time. Your representative will also receive a copy of this letter. You can also arrange for a friend, relative, or support worker to go along with you for support.</p>		Hearing date : Rep

	<p>If you can't make that date (for example due to being in hospital) or can't get a representative, you can ask for a new date - contact your representative or GAIN for further advice</p>		<p>Details Contact Number</p> <p>287-8732</p>
8	<p>Attend your appeal hearing and receive your decision.</p> <p>Your representative will speak to you and prepare you for the tribunal and then advise you about the outcome of your tribunal.</p> <p>The Tribunal Judge will try to issue a decision on the day.</p> <p>If you are successful there may be other benefits you are entitled to receive.</p> <p>If you are refused then your representative will provide you with advice about what to do next.</p> <p>It can often take the DWP around 6 - 8 weeks to get and process the Tribunal decision.</p>		

List of Benefits, and abbreviations used in this pack

AA	Attendance Allowance	ESA	Employment and Support Allowance
CA	Carer's Allowance	HB	Housing Benefit
CAB	Citizens Advice Bureau	HMCTS	Her Majesty's Courts and Tribunals Service
CTR	Council tax Reduction	HMRC	Her Majesty's Revenues and Customs
CTC	Child Tax Credit	NI	National Insurance
DLA	Disability Living Allowance	NINO	National Insurance Number
DWP	Department of Work and Pensions	PC	Pension Credits
DHP	Discretionary Housing Payment	PIP	Personal Independence Payments
GAIN	Glasgow Advice & Information Network	SWF	Scottish Welfare Fund
JSA	Jobseekers Allowance	UC	Universal Credit
JC+	Jobcentre Plus		

Glossary – A list of terms used in this pack

DWP - The Department for Work and Pensions is responsible for organising and paying benefits through Jobcentre Plus, the Pension Service and the Disability and Carers Service.

ESA (Employment and Support Allowance) - this is a benefit for people who are ill or have a disability and are currently unfit for full-time work.

HMCTS - Her Majesty's Courts and Tribunals Service is part of the Ministry of Justice and is responsible for administering benefit and tax credit appeals. Sometimes just called 'the Tribunal Service'.

HMRC - Her Majesty's Revenues and Customs are responsible for administering tax credits, child benefit and guardian's allowance. They are also responsible for National Insurance and statutory employment payments.

Jobseekers Allowance – this is a benefit claimed by people who are fit for work and are looking for full-time employment.

Local Authority - The local authority is Glasgow City Council they are responsible for administering Housing Benefit, Council Tax Reductions and the Scottish Welfare Fund.

Mandatory Reconsideration - An internal reconsideration by the DWP of a benefit decision, you should normally receive a copy of this notice, before you can appeal.

Personal Independence Payment

This is a new benefit that will gradually replace Disability Living Allowance.

Review/Revision/Reconsideration - You may be able to request a review, revision or supersession depending on the type of benefit decision, or in some cases you may have the right to an appeal.

Sanctions - Your benefit could be cut or stopped altogether unless you can show good reasons for your failure to show up for and take part in training, job search, interviews, and more. This is known as a sanction.

Glasgow Advice and Information Network (GAIN) – advice services working together across Glasgow. They provide free benefits advice and money advice and support to people in Glasgow.

GAIN helpline – 0808 801 1011. This is a single number you can phone to get advice on benefits, credit and debt. They can give you advice over the phone, or arrange an appointment at your nearest advice service. Monday to Friday 10am to 8pm, Saturday 10am to 2pm. There is no charge for the advice and calls are free from a BT landline, but some mobiles will charge

If you want to comment on how you and your claim are treated

If you are not happy with decisions made about your benefits then you should ask for a reconsideration. If you are not happy with the result of the reconsideration you should appeal. Other pages in this pack tell you how to do that.

You can also make comments or complaints about how you are treated. This includes Department for Work and Pensions (DWP), Her Majesty's Customs and Revenue (HMRC), and Glasgow City Council (GCC).

These organisations have standards about things like:

- How you should be treated
- Phone calls, letters, and visits to their office
- The right result
- On time
- If you have a disability
- If you don't speak English

If you have internet you can usually find more detail by searching for example 'DWP service standards'.

You have a right to tell them if you think things have gone right or wrong. You can suggest improvements or make a complaint. If you want what you say to be treated as a complaint -say so. This should not harm how they deal with you or your benefits.

You can contact them by phoning, sending a letter, or visiting an office. Contact details will be on their letter. You might want to have someone help you or phone for you – an adviser, support worker or a family member

If phoning:

- Make sure you are clear about what happened and what went right or wrong
- Call the number on a letter about the benefit.
- Ask for the name of the person and which department you are speaking to and note the day and time you called.
- Say if you want your call to be treated as a complaint
- Be ready to give your name, date of birth, National Insurance (or 'NI') Number. They may also ask about the most recent letters you got from them to prove who you are.

Here are some of the main phone numbers -

- **Jobseekers Allowance, and Employment Support Allowance** - contact Job Centre Plus (JCP) on 0800 055 6688 (for text-phones 0800 023 4888).
- **Disability and Carers** - 0800 882 200 (for text-phones 0800 243 355)
- **Pension Service** - 0845 606 0265
- **Housing Benefit and Council Tax Reduction** – Contact Glasgow City Council on 0141 287 5050
- **Child Tax Credits** – 0345 300 3900 (for text-phones 0345 300 3909)
- For anything else phone the number on your letter about it or if you can't find one try DWP Contact Centre on **0800 055 6688**

Putting your comment or complaint in writing

On the next page is a letter you can use to make your comment or complaint to the DWP. You just need to fill in the blanks, tick the right boxes and score out anything which doesn't apply.

Send it to the address on a letter about the benefit you are commenting on.

If you can't find the address for the right benefit, the GAIN helpline could tell you. Phone 0808 801 1011 Monday – Friday 10am to 8pm, Saturday 10am to 2pm. You can call free from a BT landline (some mobiles may charge).

You should expect a reply to your letter within 2 to 3 weeks.

BENEFITS LETTER OF COMMENT / COMPLAINT

NAME:
ADDRESS:

Date of Birth:
National Insurance Number:
Date:

To

Dear Sir/Madam

Letter of comment / complaint

I am writing to comment / complain about how I and my claim for (add name of benefit) have been dealt with.

I feel you have given me a good / bad service as ticked below:

- The time I waited to see someone
- The time it took to give me a decision
- The time it took for my payment to be made
- Getting me the support I needed to talk to you
- Phoning or visiting me at the agreed time
- Giving me the right information or advice to make my claim
- How I was treated because of my disability / race / age / religion and / or sexual orientation
- Other reasons (more information on next page)

This happened at your office / contact centre on (what date): I spoke to: (person's name)

I was contacting your office about (add type of benefit/appointment):

.....
Any more I want to say about this is on the other page and attached sheet.

Please copy any correspondence to my representative or support worker – their contact details and address are on the back of this letter.

Yours faithfully

[Sign here. Your support worker, adviser or someone else 'acting on your behalf' can sign for you.]

../

Page 2

MY SUPPORT WORKER DETAILS:

My representative or support worker

Contact details to send a copy of your reply to my representative or support worker.

Name:

Organisation (if any):

Address:

Telephone:

Due to my ill health or disability I would appreciate you contacting my support worker above directly by telephone in the first instance if you require more information about this letter.

ADDITIONAL INFORMATION ABOUT MY COMMENT / COMPLAINT

Anything else I want to tell you about.....

JSA Appeal Letter

NAME:
Name of Appointee:
ADDRESS:

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Date of Birth:
National Insurance No:

APPEALS Send to:
HMCTS SSCS Appeals Centre
PO Box 27080
GLASGOW
G2 9HQ

Dear Sir/Madam

Please accept this as an appeal against my **JSA DECISION DATED:** _____

My Grounds of Appeal - The decision does not adequately reflect my circumstances. In addition I submit that the decision maker has failed to follow the correct procedures.

- I have sufficient National Insurance credits and should pass the residence tests
- I had good reasons for not attending my appointment/interview/job/placement and should not have received a sanction/should not have received the level of sanction (*please delete as appropriate)
- I had a good reasons for not taking part in Mandatory Work Activities/leaving my place of work or training course and should not have received a sanction (*please delete as appropriate)
- There are no grounds to refuse/reduce my entitlement.
- Additional reasons (please see over)
- I enclose a copy of a mandatory reconsideration notice**

SPECIAL REASONS FOR LATENESS (see over)

My representatives are **Welfare Rights Section, Social Work Services, Glasgow City Council, Commonwealth House, 32 Albion Street, Glasgow G1 1LH**. I authorise them to act on my behalf. Please ensure they receive copies of all further correspondence and a copy of the appeal papers.

I do not consent to my appeal being heard without an oral hearing. I do not consent to less than the full advance notice stated in rule 29(2) of the Tribunal Procedure Rules 2008.

Yours faithfully

I require an interpreter in language: _____ Dialect: _____

Signature: _____ Date: _____

General Social Security Appeal Letter –
Use this if you can't find a letter for the right benefit

11

NAME:
ADDRESS:

DOB:
NINO:

Send to:
HMCTS SSCS Appeals Centre
PO Box 27080
GLASGOW
G2 9HQ

Dear Sir/Madam

Please accept this as an appeal against your decision.

NAME OF THE BENEFIT(S): _____

DATE AT THE TOP OF DECISION LETTER: _____

My grounds of appeal are - the decision does not accurately reflect my circumstances. Also the decision-maker has not followed the correct test for entitlement as stated by legislation and case law and has failed to follow the correct notification, revision or supersession procedures.

I enclose a copy of my mandatory reconsideration notice

In addition, if you send full reasons for your decision, I may be able to provide further grounds of appeal.

SPECIAL REASONS FOR LATENESS (see over)

My representatives are **Welfare Rights Section, Social Work Services, Glasgow City Council, Commonwealth House, 32 Albion Street, Glasgow G1 1LH**. I authorise them to act on my behalf. Please ensure they receive copies of all further correspondence and a copy of the appeal papers.

I do not consent to my appeal being heard without an oral hearing. I do not consent to less than the full advance notice stated in rule 29(2) of the Tribunal Procedure Rules 2008. Should you decide to schedule my appeal in a manner contrary to these instructions then please contact my representatives to ensure that my right to a fair hearing under Article 6 of the ECHR remains protected.

Yours faithfully

I require an interpreter in: Language: _____ Dialect _____

Signature: _____ Date: _____