

Need more information

If you want more information about appeals, Housing Benefit or Council Tax Benefit just ring the Benefits Team or call at our reception desk.

This document can be made available on request, in other languages and formats (large print, Braille or on audio tape) by contacting:

Benefits Section
Blaby District Council
Council Offices, Desford Road
Narborough, Leicester
LE19 2EP

Tel: 0116 272 7510
Fax: 0116 272 7591
Minicom: 0116 284 9786
E-mail: benefits@blaby.gov.uk
Internet: www.blaby.gov.uk

Benefits Section Customer Services

**What to do if you
think a decision
is wrong**

The information in this leaflet is for guidance only and is not a statement of the law. We will not be responsible for any loss you may suffer as a result of relying on any information in this leaflet.

Housing Benefit and Council Tax Benefit

When your benefit claim is assessed and whenever we recalculate your entitlement because of a change in circumstances you will receive a notification letter advising you of a change in your entitlement. You will also receive a calculation sheet which will detail the income used to assess your claim and show you how your entitlement has been calculated.

What can I do if I think the decision is wrong?

Get in touch with us either by phone, in writing or call at our reception desk.

You can either:

- Ask for an explanation of the decision
- Ask us to look again at the decision

- Appeal against the decision. This **must** be in writing and you need to give us as much information as you can.

YOU MUST DO THIS WITHIN ONE MONTH OF THE DATE ON THE DECISION LETTER OR WE MAY NOT BE ABLE TO CONSIDER ANY DISPUTE

If you appeal late you may have to provide information and evidence to support why the appeal could not be made on time.

What happens after the decision is looked at again?

If the decision can be changed we will send you a new decision.

If we cannot change the decision we will tell you why. If you still disagree, you have one more month from the date of the new decision to appeal again.

How do I appeal?

An appeal can be made at any time within one month of the decision letter or the date of the new decision. If you have already asked for an explanation or for us to look at the decision again you can still appeal.

Send your appeal to:

The Appeals Officer
Benefits Section
Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP