



Correspondence only: Revenues and **Benefits** Service, PO Box 10004, Hinckley, LE10 9EJ
 In person: Council Offices, Coalville, Leicestershire, LE67 3FJ
 Telephone: 01530 454551
 Fax: 01455 619853
 E-mail: benefits@nwleicestershire.gov.uk
 Website: www.nwleics.gov.uk

DISPUTE FORM

Important: please read the guidance notes before you fill in this form

Please write your full name below

Please write the address at which you would like us to contact you in the space below

Please write the address to which your Dispute relates below (if different to above)

Please give your daytime phone number here

Please return the completed form the Council offices

Please give the following information about your dispute

Please give the date of the decision

Do you need an explanation of why the decision was made?

Yes / No

Would you like decision to be looked at again?

Yes / not yet

Please use the space below to explain why you disagree with the decision

Your signature

Date

Housing and Council Tax Benefit only:

If your dispute is made one month after the date the decision was made give your reasons why below

You can use this form if you disagree with a Housing Benefit, Council Tax Benefit, Council Tax Support or a Discretionary Discount decision and you want it to be looked at again by the Council, or if you need an explanation of a decision. Don't use this form to dispute the Council Tax Support scheme itself.

If you have asked for an explanation of a decision

We will write a statement of reasons explaining how the decision was made.

It usually takes two weeks for the statement of reasons to be sent to you but it may take longer.

If it is found that an unlawful decision has been made it will be revised.

If you still disagree with the decision when you have received the explanation you can dispute it.

The amount of time given to dispute a decision will be extended by the amount of time it has taken us to send the explanation.

If you have asked for a decision to be looked at again

A reconsideration request must be made within one month of the date that the decision was made or include the reasons why it was made late.

We will look at the facts and evidence (including any new information and evidence that you have provided) and will also consider Benefit law.

We may contact you for further information and evidence.

It usually takes two weeks for a decision to be reconsidered but it may take longer.

If the decision is revised to your advantage, the new decision carries with it fresh appeal rights and the time for any reconsideration starts again.

If the decision cannot be revised you can ask for a further reconsideration of the decision and you also have a right to appeal to an independent organisation (see appeal rights)

Appeal rights

If you disagree with a Housing or Council Tax Benefit decision (Council Tax Benefit ended on 01.04.13) you can appeal to an independent body, the Tribunals Service. Please ask for an "Appeals form".

If you disagree with a Council Tax Support or a Discretionary Discount decision and you have asked us to look at the decision again and have

- received notification of our decision but are still aggrieved or you but have not had a decision from us within two months

You can appeal to directly an independent body, the Valuation Tribunal. You can find information about appealing at www.tribunals.gov.uk or at www.valuationtribunal.gov.uk

Information about Council Tax Support - the new scheme from 01.04.13

You should not use this form if you disagree with the Council Tax Support Scheme itself. If a Council Tax Support decision has been made correctly according the Local Scheme the decision cannot be changed. Please ask for our "Council Tax Advice letter" for advice on what to do in this situation.