



Reconsideration request form

Use this form to ask us to reconsider the decision we made in our independent review. You should do this within **one month** of receiving our decision.

There are limited reasons for asking us to reconsider. So it is important that you read the information below before filling in this form.

Asking us to reconsider our decision

These are some possible examples of where we may reconsider our decision:

- we did not apply the relevant guidance or legislation properly
- our decision was based on an important mistake in the facts, which can be shown using available information
- we acted unreasonably or disproportionately, or showed bias in making our decision
- where you have new information that
 - was not available at the time, and
 - could affect the decision

We can only consider information that relates to the time when the council made its decision. If your circumstances have changed since then, you should consider making a new application.

When sending any additional information to us, please tell us if you have given the council the opportunity to consider it. If possible, please include their response.

We will not accept a reconsideration request just because you disagree with our decision.

Contact details

Full Name **Mr** / **Mrs** / **Miss** / **Ms** / **Mx** / **Dr** / **Other** (please state)

Address

Phone no(s)

Email

SPSO reference number

How you would like us to contact you (phone, post or email)?

If you choose an email address as your preferred contact please be aware that we may be sending you sensitive and personal information to that email. Email security can not always be guaranteed. If you choose this method of contact, you are confirming that you accept that risk.

Why you want us to reconsider our decision

From the decision letter you received about our independent review, please provide clear details of why you want us to reconsider it. For example, did the letter contain facts that were not accurate? If so, please, if possible, provide copies of information to support this. Alternatively, if you have new and relevant information that you believe affects our decision, you need to tell us about this. Please use the box below to explain why you feel this new information is relevant. You should attach copies of these documents to the form before sending it to us.

What happens next?

We will write to you to confirm we have received your request within one working day of receiving it.

We aim to provide a full response:

- Crisis Grants
 - For applicants: one working day after receiving all the information we need to make our decision
 - For councils: 21 working days
- Community Care Grants
 - For applicants and councils: 21 working days from when we get all the information we need to make our decision.

If we need more time to consider your request, we will write to tell you this.

Your information

We are committed to protecting your privacy. We use information given to us about you and your application [or review] for its intended purpose and in line with the Data Protection Act 2018, the SPSO Act 2002 and the Welfare Funds (Scotland) Act 2015. To find out more about how we handle your information and your rights, see our website www.spsso.org.uk/privacy-notice or ask us for a copy.



How to contact the SPSO

Our SWF team are happy to help.



Freephone **0800 014 7299** (calls are free to this number, even from mobiles)
This line is open Monday to Friday 10am-4pm



Online contact form **swf.spsso.org.uk/contact-form**
You can fill in our application form online at **forms.spsso.org.uk/swf**



Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)



Website **swf.spsso.org.uk**



SPSO
Bridgeside House
99 McDonald Road
Edinburgh EH7 4NS

Opening hours:

Monday, Wednesday, Thursday, Friday 9am – 5pm, Tuesday 10am – 5pm

If you would like to visit our office in person, you must arrange an appointment first by phoning 0800 014 7299 or using our online contact form.

Calls to and from SPSO phone lines may be recorded to check the quality of our service and help us do our job to help you. More details are in the privacy notice: **www.spsso.org.uk/privacy-notice**. Please ask if you want to confirm if a call is or is not being recorded or if you would like to know what options may be available to you if you do not wish to be recorded.

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Please contact us if you would like this leaflet in another language or format (such as large print, audio, BSL or Braille).