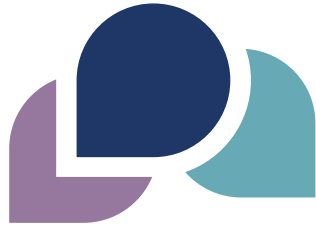


**SCOTTISH
PUBLIC
SERVICES
OMBUDSMAN**



People Centred | Improvement Focused

Asking us to reconsider our decision

This leaflet explains how to ask us to reconsider the decision we made on your Scottish Welfare Fund review.

Our role is to make an independent decision based on all relevant facts and evidence. This includes carefully considering information from both you and the council.

We will work with you and the council to make sure the facts are accurate. While we take this fully into account, it is our role to assess the evidence and reach a final decision through our independent review process.

You can only ask for a reconsideration in certain circumstances (see below). We will not accept a request if you simply disagree with our decision.

Anyone who has received a decision from us – either an individual or a council – can ask us to reconsider.

SPSO freephone **0800 014 7299**

Grounds for reconsideration

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 a 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
 - could affect the decision

Important: 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.

If you are unsure whether your request meets these grounds, please contact us to discuss before submitting your request for reconsideration. If you give us new information we may share this with the council so they have the opportunity to consider it before we make a decision on your request.

The council can also ask us to reconsider our decision. If this happens, we may share any new information with you so you can comment.

You should request a reconsideration within one month of receiving our decision. We will not normally accept a request that arrives late unless you can show special circumstances that mean you could not meet the time limit. This also applies to the council.

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.

SWFRecLeaflet-0626

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