

Policy Circular

Document No 03/09

Owner: Customer Service Team

Subject: Decision Review Policy

Version: 2 of 2

Last Amended: 2 February 2009

Date Reviewed: 11 May 2011

Next Review: 1 June 2013

1.0 Background

The Independent Living Fund aims to provide a high standard of service and ensure that all decisions made are correct. There may however be occasions where someone wishes a decision to be reviewed.

2.0 Policy

A decision review request can be made verbally or in writing and should be referred to the Complaints and Decision Review team.

An acknowledgement letter will be sent within 7 days of receipt at the ILF office

The Decision Review target is to provide an answer to all queries within 21 days from the date all information has been received.

Independent Living Fund

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2.1 Second Tier Decision Reviews

If a user is unsatisfied with the response to their initial request for a decision review a second tier request can be made.

A referral will be drafted incorporating details of the original decision and the appellants' argument.

The Senior Management Panel (SMP) at the ILF will consider the case. The SMP meet fortnightly and is made up of a panel of Senior Managers and Directors of the Independent Living Fund.

The appellant will be notified of the outcome of the SMP decision within 7 days of the meeting.

2.2 Appeals

The final stage of the ILF's decision review process is a referral to the User Personal Case Committee (UPCC). The UPCC is a sub-committee of Trustees of the ILF and meets once a month. Meetings are held either by teleconference or in person.

If an appellant is not satisfied with the response from the SMP then a referral can be made to the UPCC. The Complaints and Decision Review team will initially draft the referral. A copy of this referral will be provided to the appellant to provide any extra comment.

The UPCC will consider the case and the complainant will be notified of their decision within 7 days from the date of the meeting.

Should new information be presented then the decision maker may consider and change the original decision outside the appeal process.

2.3 Ombudsman

The ILF falls under the jurisdiction of the Parliamentary and Health Services Ombudsman.

3.0 Ex-Gratia

The ILF has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. When

considering whether an ex-gratia payment should be made reference should be made to the “Ex-gratia Payments” policy

4.0 Source

Trustees Meeting 13/05/2009
Amended Trustees meeting 10.06.09

5.0 History Date Reviewed

2 February 2009
11 June 2011