

Benefit dispute form

If you disagree with the decision we have made about your Housing Benefit/Council Tax Benefit/Council Tax Reduction Scheme, you can ask us to look at it again.

There are different ways in which you can do this:-

- Ask us to explain our decision

If you don't understand the decision we have made regarding your Housing Benefit/Council Tax Benefit/Council Tax Reduction scheme and want more information about it you can contact us and ask us to explain the reason for the decision in writing.

This is known as a statement of reasons. This does not affect your right to appeal against our decision. The time we take to provide you with the statement will mean you have more time to ask us to look at our decision again, or appeal to the Tribunals Services.

- Ask us to look at your claim again

If you wish to ask for the decision we have made regarding your benefit to be reconsidered, please complete the form within this leaflet and return it within one month of the decision notice. Please note there is no time limit for Council Tax Reduction scheme disputes.

If we can change our decision we will send you a letter explaining our new decision.

If we cannot change our decision we will send you a letter explaining our reasons why. If you remain unhappy with this decision:

- For Housing and Council Tax Benefit appeals you will have one more month to complete an return an appeal form to us.

- For Council Tax Reduction scheme appeals, please contact the Valuation Tribunal Service direct at www.valuationtribunal.gov.uk

Your request for revision

About the claimant

Title (Mr/Mrs/Miss/Ms) Surname

All other names

Date of birth National Insurance No
You can get this from NI number card, payslips, tax papers

The address for revision (including postcode)

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Daytime telephone number (include area code)

The address you are currently living at if different from the above (including postcode)

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If you are a landlord please complete this section

Title (Mr/Mrs/Miss/Ms) Surname

All other names

The address for revision (including postcode)

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Daytime telephone number (include area code)

About the decision

Name of the benefit
For example Housing Benefit / Council Tax Benefit / Council Tax Reduction

Date at the top of the letter about the decision

Your request for revision

- Use the space below to say why you do not agree with the decision – please state why you think the decision is wrong
- It will help us if the reasons you give are like these examples: “I think you have used the wrong figures to work out my wages. The correct figures are“You have paid me from July 4 but I think I should be paid two weeks earlier because ...”
- If you disagree with more than one decision you must say why you do not agree with each one
- If your request is more than one month after the decision was made, you must say why there was a delay

Your appointee

If you have arranged for someone to help you with your revision, please give their details below

Their full name

Their address

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Please sign to authorise this person to act for you

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Signature

Your signature or your appointees signature

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If someone has been officially appointed to act for you or has the authority to act for you, they should sign here

Date

What to do now

Post to

Benefit Services, Directorate of Corporate Resources, Council House, Priory Road, Dudley, DY1 1HF

Hand deliver to Dudley Council Plus, Castle Street, Dudley, DY1 1LQ

Opening times

Weekdays	8am to 5pm	Saturday	9am to 12noon
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How to contact benefit services

Call **0300 555 8100**

Email customers.benefits@dudley.gov.uk

Online www.dudley.gov.uk/benefits

