

## **APPEALS PROCEDURE**

### **First Contact**

You have the right to make an appeal against a decision concerning your support. The appeal should, in the first instance, be made to the Project Coordinator. This can be made in writing, by email, fax or telephone. If you need help to do this please tell us.

On receipt of such an appeal message the Project Coordinator will make a record of all proceedings.

The Project Coordinator may be able to negotiate a solution that will meet your needs. If an offer is made it will be documented, and whether you choose to accept it or not.

### **Second Contact**

If the initial approach fails, or you make a direct appeal, the Project Coordinator will start formal appeal proceedings. You will be required to submit a letter outlining your case. If you need help to write this letter please tell us. Your letter should contain as much of the following as possible:

- Your details: name, address, phone details
- Your support worker's details: name
- Circumstances surrounding your support needs
- Any details of services offered or support being given
- Reason given for refusal of service
- Reason for appeal

The Operations Manager will request a written statement from your support worker concerning the events surrounding the refusal of services.

### **Appeals Proceedings**

On receipt of a letter of appeal, the Project Coordinator will:

- Record letter in Appeals and Complaints Log
- Inform the Operations Manager
- Prepare an Appeals Panel
  - The panel is to consist of 3 people: the Operations Manager, a trustee or independent staff member, and an independent adviser
- Prepare documentation for the appeals panel
  - Copy of letter of appeal
  - Copy of support worker's statement
  - Copy of appeals proceedings
  - Other documentation or legal guidance
- Inform all parties of date and venue of appeal hearing

### **Decisions**

It is expected that the panel will make a decision on the day, and this will be given to all parties in writing. The decision of the appeals panel is final. No further appeals can be entered into.