

## **HORTON HOUSING ASSOCIATION**

### **Client Appeals Procedure**

This policy explains what you can do if you disagree with any decision we have made. It applies equally to those applying for our services and those already in receipt of a service.

- If you have applied to us for housing, support or other services and we have decided that we cannot offer you a place, you may not agree with our decision.
- If you are living in any of our housing schemes, are receiving support in your own home or are using any other of our services we will have already made some decisions about the service you receive from us.

This procedure tells you what you can do if you think any of our decisions are wrong.

These decisions start from the first time you come into contact with our organisation. This is usually the time we undertake an assessment of your support needs and decide whether we can offer you a service. These decisions continue to be made for as long as you receive housing or any kind of support service from us.

Amongst other things this could include decisions about: -

- your needs
- Whether we can offer you a service
- Priority of your needs (e.g. how long you may have to wait)
- Support Planning objectives
- Risk Assessment issues
- Reviewing your needs
- Discharge from a service
- Exclusion from a service

This list is not complete however

As far as possible we try to work through these areas with you and reach agreement about what has been discussed or what the next step will be. However, there may times when we decide to follow a course of action which you do not agree with. If that happens you can appeal, and we explain below how to do this.

#### **If you think our decision is wrong**

If you think our decision is wrong or you just do not understand it, you can ask us to explain it either verbally or in writing. If you are not satisfied with the explanation, you can ask us to look at it again. If you are still unhappy with the outcome, you can appeal against the decision and have it looked at by someone

other than the person who originally made it. The following information sets out what can be expected from each stage in the process.

### **1. If you want us to explain our decision**

A member of our staff will go through the reasoning behind any decision and explain anything you are not sure about. If we have made a mistake with any of the details we used to make this decision we will correct it. You can ask us to do this by writing to us, telephoning, or arranging to visit us personally.

After you have contacted us, we will write to you within one week to explain our decision

It is important that you contact us as soon as possible if you would like us to explain our decision because if you want to appeal against it there is a ONE MONTH time limit, starting from the date the original decision was made.

### **2. If you would like us to look at our decision again.**

The Manager of the Service will look at the decision again to check whether they think our decision is correct. We will then write to you within one week to let you know.

- If our decision is wrong we will correct it
- If we think our decision is correct we will confirm this but also tell you the reasons and if you can appeal against it.

If you can appeal the one-month time limit again starts from the date of the letter confirming the decision.

### **3. If you would like to appeal against our decision**

- You can use the attached form to say why you think the decision is wrong and say why you disagree with it. If you think some of the information is wrong, please tell us what you believe is the right information.
- If you have difficulty in completing the form, a member of staff will assist you or you can get help from people or agencies listed below.
- There is a time limit of one month to make an appeal that can only be extended in special circumstances. If your appeal is outside of this period you must tell us why you couldn't contact us earlier.
- A more Senior Manager who was not involved in the original decision will hear the appeal.
- You will be notified in writing of the outcome within 5 working days unless the facts or the circumstances are more complex. If your appeal will take longer than this, we will write to you to let you know.

### **If you need some help or advice**

You can speak to your keyworker at any stage during this process who will advise you as things progress. If your appeal is against the service or a member of staff, you can contact an agency not directly involved such as for example Citizens Advice, housing advice agencies, welfare rights organisations or some other person who can assist such as a relative or friend.

Whoever you choose, they will be able to accompany you in any meetings we hold to investigate your appeal.

All meetings with you will be held at a time and place that we both agree on.

For more information please contact the service directly or contact our Head Office at:

Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS.Tel: 01274 370689 Fax: 01274 395616

E-mail: [headoffice@hortonhousing.co.uk](mailto:headoffice@hortonhousing.co.uk)

**HORTON HOUSING ASSOCIATION****APPEAL FORM**

<b>Your Name</b>			
<b>Project Appeal Relates to:</b> eg St Pauls Rd, CSA, BDS, Spring St			
<b>Your Address</b>			
<b>Date of Birth</b>		<b>Contact Phone Number</b>	
<b>Ethnicity</b> (For monitoring purposes only)	<p><i>Please tick only <b>ONE</b> box</i></p> <p><b>White</b> British <input type="checkbox"/> Irish <input type="checkbox"/> Other <input type="checkbox"/></p> <p><b>Mixed</b> White &amp; Black Caribbean <input type="checkbox"/> White &amp; Black African <input type="checkbox"/> White &amp; Asian Other <input type="checkbox"/></p> <p><b>Asian or Asian British</b> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other <input type="checkbox"/></p> <p><b>Black or Black British</b> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other <input type="checkbox"/></p> <p><b>Chinese or other ethnic group</b> Chinese <input type="checkbox"/> Other <input type="checkbox"/></p> <p><b>Decline to answer</b> <input type="checkbox"/></p>		
<b>What would you like to happen?</b>			
<b>Reason</b>	<p><i>Please provide full reasons why you wish us to take the action. Continue on separate sheet if necessary.</i></p>		

**Please return to: The Services Director, Horton Housing Association  
Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS.**

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