



Appeals Policy

1. Introduction.

There may be occasions where applicants, their relatives or advocates do not think that their application for accommodation should be refused.

Unsuccessful applicants may appeal against a decision by telephone, via email, in writing or verbally in person. It is important that you tell us why you are appealing and submit relevant evidence to back up your appeal.

2. Appeals Procedure.

Stage 1: Appeals will be considered and investigated by the Chief Executive Officer, who will acknowledge receipt within five working days and respond to the appeal within 10 working days. In exceptional circumstances where this is not possible, a response will be sent within ten days providing an estimated resolution date.

Stage 2: If the appellant remains dissatisfied, they should write to the Chair of the Board at the Society's office explaining why the response at Stage 1 was unsatisfactory. Stage 2 appeals will be acknowledged within five working days and resolved within ten working days. In exceptional circumstances where this is not possible, a response will be sent within 10 working days providing an estimated resolution date.

Stage 3: If the appellant is still dissatisfied, they should write again to the Society's office, and their case will be reviewed by three Board Members led by a member of the Operations Sub-Committee. At the conclusion of the appeal, we would consider the matter closed.

3. Equality, Diversity and Inclusion.

We are committed to making our appeals process accessible and easy to use for all our customers in line with our statutory duties and our commitment to Equality, Diversity and Inclusion.

4. Monitoring and Compliance.

We record and monitor all appeals that we receive and use this information to consider and identify improvements that can be made to our appeals process.