

CHALLENGING DECISIONS

Who is this course for?

Do you deal with clients who have received decisions that appear to be or are inappropriate? Do you want to help the client to challenge and correct these decisions? This course is designed to help you to have the skills and confidence to offer greater support, advice, and possible representation when there are problems with the claims.

A knowledge of the benefit system is essential.

Aim

To increase knowledge of the grounds for revision, supersession and appeals and to gain practical skills to support a challenge against negative decisions.

Objectives

On completion of this course, delegates should be able to:

- Identify which decisions can be challenged and the relevant time limits
- Understand the difference between a revision, a supersession and an appeal.
- Prepare a challenge using the facts, evidence and the law to support a case.
- Understand the procedure followed by tribunals.
- Identify the information, advice and support that Surrey Welfare Rights Unit can provide.