

## Your right to appeal

We aim to keep you well informed about your application for housing and to offer you an excellent service from application to the offer of a new home and beyond. If we make a decision at any stage of the process where you feel that we have made a bad decision or have treated you unfairly in any way, then please let us know. You have the right to appeal against any decision that affects your application. Any appeal that you make to us will be dealt with care and consideration in line with our complaints procedure.

### Removal from Housing Register

The main reason for removing an application from the Housing Register is because an applicant has failed to return a completed annual review form. We do this in order to ensure that those people waiting on the Register are just those who are actively looking for housing.

When we review your application, we send out a review form, and then a reminder and will only then remove your application if your completed form has not been returned. We give you plenty of time to respond at each stage and if we do remove your application, then we will tell you in writing. Even, after your application has been removed, we will place it back on the Register, with no loss of waiting time points, if you can then complete the review form within 4 months of our cancellation letter to you.

In rare instances, we may remove an application for some other reason. In this case we will notify you of the decision and the reason for it, and then give you 21 days to request a review of the decision.

The Lettings and Property Shop Service Manager will consider your request to review this decision and will advise you of their decision and the reasons for it.

### Appeal against the number of medical points awarded

If you do not agree with the number of medical points awarded to your application, you can request and complete a Medical Points Appeal Form which can be obtained from any of our Property Shops.

The Lettings and Property Shop Service Manager will review your case, make a decision and notify you of the decision within 14 days. The notification will include the reasons for the decision.

If you wish then to appeal further, then you should request Customer Complaints Form; and we will deal with your further appeal through this process (please see below).

### Suspension from the Housing Register

If we make 4 reasonable offers of housing to you and these are refused, we will then suspend your application from the Housing Register for a year. During this time, we will not offer other homes to you, except for possibly a property which has no waiting list. This rarely occurs, however.

The Lettings and Property Shop Service Manager will review your case, make a decision and notify you of the decision within 14 days. The notification will include the reasons for the decision.

If you wish then to appeal further, then you should request Customer Complaints Form; and we will deal with your further appeal through this process (please see below).

### Customer Complaints

If you are unhappy with the way we have handled your appeal or with its outcome you can complete a Customer Complaint, which you can do in a number of ways. Please see the link below to our complaints procedure. Our aim is to make a full response to you, with our reasons, within 5 working days.