

Appendix 2

Draft letters

What Appendix 2 contains

Appendix 2 contains:

- a list of DL/CAP letters
- instructions on how to use the draft letters **and**
- the draft letters in numerical order.

List of DL/CAP letters

- **DL/CAP 1** Covering letter to the LA when we are sending them a copy of an appeal
- **DL/CAP 2** Letter to appellant telling them we have sent their appeal to the LA
- **DL/CAP 8** Letter to appellant in HB/CTB appeal cases
- **DL/CAP 11** Letter to tell appellant about the DM's quantification of a FtT's decision
- **DL/CAP 22** Letter to accompany return of unsigned letter of appeal or to request additional information
- **DL/CAP 22a** Letter to appellant's representative to accompany return of unsigned letter of appeal or to request additional information
- **DL/CAP 23** Letter to appellant stating appeal has been received and informing them of possible advice and representation
- **DL/CAP 23a** Letter to appellant's representative on receipt of appeal
- **DL/CAP 25** Letter to a person whom the Department will require as a witness at the FtT
- **DL/CAP 26** Letter notifying witness of hearing
- **DL/CAP 28** Letter to appellant who appeals against a discretionary SF decision
- **DL/CAP 33** Letter telling the appellant that their appeal is not duly made
- **DL/CAP 34** Letter to tell appellant their appeal is considered to be OOJ

Draft letters

- **DL/CAP 35** Letter to the appellant acknowledging receipt of the withdrawal of their appeal
- **DL/CAP 36** Letter to appellant's representative when sending a copy of the response to them following confirmation from HMCTS
- **DL/CAP 37** Letter to appellant's representative when sending a copy of the response to them when the appellant has informed the Agency that he has a representative.
- **DL/CAP 38** Covering letter to accompany an appeal response bundle sent to the appellant or the appellant's appointee

How to use the draft letters

Draft letters are for use when it is necessary to use a standard form of wording, but the numbers of letters used would not justify printing a form.

On no account must the wording used in these draft letters be changed.

The code tells you when to use a particular draft letter. The heading of the letter also gives a brief description of what the letter is about.

When you send a letter we suggest you keep a copy with the other papers relating to the claim.

Variable text

You can personalise many of the letters by inserting or deleting variable text. Variable text is always indicated by a letter in brackets, for example (a), (b), (c). Usually the letters are lower case. But if a letter contains more than 26 variables, after (z) the variables are indicated by upper case letters in brackets, for example (A), (B), (C). When giving instructions to typists (where typing services are available and used) it is important to distinguish between lower case and upper case letters. The Notes at the end of each letter tell you how to use the variable text in that particular letter.

There are three different types of variable text in these letters.

Replacement items

These are indicated when the letter in brackets occurs in the text on its own.

You will have to tell the typist what word or words to replace the letter with. If the same word or words occur later in the draft letter they will be indicated

by the same letter in brackets. The Notes will help you decide what word or words to use. For example:

I am pleased to tell you that the Decision Maker has decided that you can get (a) for your partner, (b).

I have sent you a payment for £(c). This is the money for (b) from (d) to (e).

Notes

- (a) name of benefit
- (b) name of partner
- (c) amount of benefit for partner
- (d) (e) dates.

Optional items

These are indicated by a block of text in square brackets after the letter in brackets.

The text in the square brackets is optional. The Notes will tell you when to include it. For example:

You now have to pay £(f) each week. (g)[I wrote to you on (h) about how much you have to pay. But the amounts I told you about have changed.

You now have to pay this new amount.]

Notes

- (f) amount
- (g) use if amounts have changed
- (h) date

Sometimes optional items are found within optional items. This works in exactly the same way.

You must check carefully where the square brackets end. Sometimes the optional items can contain more than one paragraph.

Alternative items

These are like optional items, but instead of one optional block of text in the square brackets, there will be two or more alternative blocks of text. Each alternative will be indicated by a letter, the same as the letter before the square brackets, and a number.

Only one alternative must be used in the letter. The Notes will help you decide which. For example:

Thank you for sending us your claim form. You told us that (a)
[a.1 you are
a.2 (b) is
a.3 you and (b) are] self-employed.

Notes

- (a) use a.1 if appellant is self-employed
use a.2 if appellant's partner is self-employed
use a.3 if both appellant and partner are self-employed
- (b) name of partner

As with optional items sometimes there will be alternative items within alternative items. For example:

Please tell us if (a)
[a.1 you stop
a.2 your (b)[b.1 husband b.2 wife b.3 partner] stops
a.3 you or your (b)[b.1 husband b.2 wife b.3 partner] stops] work.

Notes

- (a) use a.1 if appellant works
use a.2 if appellant's husband, wife or partner works
use a.3 if both appellant and their husband, wife or partner work
- (b) use b.1, b.2 or b.3 as appropriate

If you choose, for example, to use a.2 and b.1 the letter would read

Please tell us if your husband stops work.

As with optional items, alternative items can contain more than one paragraph.

Information to tell the typist (where typing services are available and used)

When asking for a draft letter from the typist, give them the following information:

- The number of the draft letter
- The name of the person the letter is to be sent to, as it appears on the address, for example Mr H Murray
- The address of the person the letter is to be sent to
- The reference number. Usually this is the person's NINO
- The date to appear on the letter. Write the name of the month in full, do not use numbers. For example 12 January 2008, not 12/1/08
- The name to be used in the salutation, that is after 'Dear', for example 'Dear Mr Murray'
- The letters indicating any replacement items and the text to be inserted, for example:

(a) Anne Murray

(b) 10.25

(c) 7 January 2008

(d) 13 January 2008

Always write the name of the month in full, **never** use numbers.

- The letters of any optional items to be included. Do not give the letters of optional items that are not to be included
- The letters of any alternative items to be included. Do not give the letters of alternative items that are not to be included
- Name of the officer signing the letter
- How many copies of the letter are required

Remember, always check the letter thoroughly before sending it to an appellant.

Appendix 2

DL/CAP 1

Covering letter to LA when we are sending them a copy of an appeal

To: (a)

Name: (b)

National Insurance number: (c)

Address: (d)

I am sending you a letter from (e). They do not agree with the decision you have made about their (f).

I have told (e) that I have sent their letter to you and that you will deal with their appeal.

Signature:

Date:

(insert Initial or Forename and Surname of sender)

Notes for completion

- (a) insert the full name of LA or council
- (b) insert the appellant's title, full name and surname
- (c) insert appellant's NINO
- (d) insert appellant's address
- (e) insert appellant's title and surname
- (f) insert correct option:
 - (f1) Housing Benefit
 - (f2) Housing Benefit and Council Tax Benefit
 - (f3) Council Tax Benefit

Appendix 2

DL/CAP 2

Letter telling appellant we have sent their appeal to the LA

Dear (Title) (Surname)

About your appeal

I am writing to tell you that we have sent your letter of appeal to (a). This is because they deal with your (b). They will get in touch with you about this.

If you want more information about your appeal, please get in touch with (a) at:

(c)

(d)

Yours sincerely

(insert Initial or Forename and Surname of sender)

Notes for completion

- (a) insert full name of LA or council
- (b) insert correct option:
 - (b1) Housing Benefit
 - (b2) Housing Benefit and Council Tax Benefit
 - (b3) Council Tax Benefit
- (c) insert address and phone number of the LA or Council
 - 1st line of address
 - 2nd line of address
 - 3rd line of address
 - Post code
 - Phone number
- (d) insert if appropriate:
 - I will get in touch with you soon about (e)
- (e) insert the DWP question that the appellant has asked about.

Appendix 2

DL/CAP 8

Letter to appellant in HB/CTB appeal cases

Dear (Title) (Surname)

About your appeal

I am writing because you have sent in a letter of appeal in which you have appealed against the decisions on your (a) and (b).

Your letter of appeal will be treated as a separate appeal for each benefit.

We are dealing with your (a) appeal.

We have also sent your letter to (c). This is because they deal with your (b). They will get in touch with you about this.

(d).

If you want any more information about your (b) appeal, please get in touch with (c) at:

(e).

If you want more information about your (a), please get in touch with us. Our address and phone number are on the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender).

Notes for completion

(a) insert correct option:

(a1) Income Support

(a2) Jobseeker's Allowance

(b) insert correct option:

(b1) Housing Benefit

(b2) Housing Benefit and Council Tax Benefit

(b3) Council Tax Benefit

(c) insert the full name of the LA or council

(d) insert only if appellant is getting IS or JSA:

We have told (c) that you are getting (a). They will take this into account when they look at your appeal

(e) insert the address and phone number for the LA

1st line of address

2nd line of address

3rd line of address

Post code

Phone number

Appendix 2

DL/CAP 11

Letter to tell the appellant about the quantification of a First-tier Tribunal decision

Dear (Title) (Surname)

About your appeal

I am writing to confirm that the appeal tribunal has decided that you can get [more] (a). (b) [b1. Jobcentre Plus][b2. The Pensions Service][b3. The Disability and Carers Service] has decided how much benefit you are entitled to.

We have (c) [c1. sent you a payment for £(d) with this letter][c2. we have made a payment of £(d) into your bank account]. This is for the (a) that we owe you from (e) to (f).

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Notes for completion

- (a) insert name of benefit
- (b) use b1, b2 or b3 as appropriate
- (c) insert appropriate method of payment
- (d) insert amount of arrears
- (e) insert start date of arrears
- (f) insert end date of arrears

Draft letters

Appendix 2

DL/CAP 22

Letter to accompany return of unsigned letter of appeal or to request additional information

Dear (Title) (Surname)

About your appeal

I am writing about (a) [a1 your letter dated (a3)] [a2 the letter dated (a3) from (a4)] (b) [b1. telling us you want to appeal] [b2. applying for an extension to the time in which to make an appeal]. The law says we can only deal with an (c) [c1. appeal] [c2. application for an extension to the time in which to make an appeal] when it has been made in the right way.

We are sending back your letter because (d)

You must reply within (f). You can use the envelope we have sent you. It does not need a stamp.

When we receive your reply we will decide if the appeal should go ahead as normal. If we think the appeal cannot go ahead we will send it to Her Majesty's Courts and Tribunals Service and they will decide.

If you do not reply within (h) we will send your appeal to Her Majesty's Courts and Tribunals Service. They will decide if the appeal can go ahead.

If you want more information please get in touch with us. Our address and phone number are at the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Notes for completion

- (a) use a1 or a2 as appropriate.
 - (a3) insert the date of the appeal letter or application for an extension of time.
 - (a4) insert the name of the person who has sent the letter.
- (b) use b1 or b2 as appropriate.
- (c) use c1 or c2 as appropriate.
- (d) insert correct option:
 - (d1) we need you to sign it.
 - (d2) we need more information. **Please tell us in writing(e)**
 - (d3) we need you to sign it and give us some more information. **Please tell us in writing(e)**
 - (d4) we need you to sign it yourself, or give proper authority for the person who signed it to act for you as your representative.
 - (d5) we need you to sign it yourself, or give proper authority for the person who signed it to act for you as your representative. We also need you to give us some more information. **Please tell us in writing(e)**
- (e) insert, as bullet points, any of the following options which may apply:
 - (e1) **which decision you want to appeal against.**
 - (e2) **the reason why you want to appeal against this decision.**
 - (e3) **why you did not make your appeal earlier. Let us know if there are any special reasons for your lateness in writing to us.**
- (f) insert correct option:
 - (f1) 14 days from the date of this letter
 - (f2) (g) days from the date of this letter
- (g) insert the time in days allowed by the Secretary of State for a reply

Draft letter

(h) insert correct option:

(h1) 14 days from the date of this letter

(h2) (g) days from the date of this letter

N.B. – use bold type where indicated in d2, d3, d5, and e1 – e3, above

Appendix 2

DL/CAP 22a

Letter to appellant's representative to request additional information

Dear Sir or Madam

About an appeal for (a)

I am writing because (b) has told us that you will be representing (c) (d) [d1. for (e) appeal] [d2. in connection with (e) application for an extension to the time in which (f) can make an appeal]. The law says we can only deal with an (g) [g1. appeal] [g2. application for an extension to the time in which to make an appeal] when it has been made in the right way.

We are sending back the (h) [h1. appeal letter] [h2. application] because (i).

You must reply within (k). You can use the envelope we have sent you. It does not need a stamp.

When we receive your reply we will decide if the appeal should go ahead as normal. If we think the appeal cannot go ahead we will send it to Her Majesty's Courts and Tribunals Service and they will decide.

If you do not reply within (m) we will send the appeal to Her Majesty's Courts and Tribunals Service. They will decide if the appeal can go ahead.

If you want more information please get in touch with us. Our address and phone number are at the top of this letter.

Yours faithfully

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert the title, full name and surname of appellant
- (b) insert title and surname of appellant
- (c) insert correct option:
 - (c1) him
 - (c2) her
- (d) use d1 or d2 as appropriate
- (e) insert correct option:
 - (e1) his
 - (e2) her
- (f) insert correct option:
 - (f1) he
 - (f2) she
- (g) use g1 or g2 as appropriate
- (h) use h1 or h2 as appropriate
- (i) insert correct option:
 - (i1) we need you to sign it
 - (i2) we need more information. **Please tell us in writing (j)**
 - (i3) we need you to sign it and give us some more information.
Please tell us in writing (j)
- (j) insert, as bullet points, any of the following options which may apply:
 - (j1) **which decision you want to appeal against.**
 - (j2) **the reason why you want to appeal against this decision.**

(j3) **why you did not make your appeal earlier. Let us know if there are any special reasons for your lateness in writing to us.**

(k) Insert correct option:

(k1) 14 days from the date of this letter

(k2) (l) days from the date of this letter

(l) Insert the time in days allowed by the Secretary of State for a reply

(m) Insert correct option:

(m1) 14 days from the date of this letter

(m2) (l) days from the date of this letter

N.B. – use bold type where indicated in i2, i3 and j1 – j3 above.

Appendix 2

DL/CAP 23

Letter to appellant stating that their appeal has been received and informing them of possible advice and representation

Dear (Title) (Surname)

About your appeal

I am writing about your letter dated (a) appealing against a decision on your (b).

We will look at the decision that you have appealed against and, if appropriate, we will revise the decision in your favour. If we can revise the decision in your favour, your appeal will lapse and will not be sent to Her Majesty's Courts and Tribunals Service. You can appeal against the new/revised decision if you think it is still wrong.

If we cannot revise the decision in your favour we will send your appeal letter and papers, giving our reasons and evidence for the decision, to Her Majesty's Courts and Tribunals Service. We will send you a copy of these papers.

If someone is dealing with the appeal for you, we will send them a copy of the papers about the appeal.

Her Majesty's Courts and Tribunals Service will tell you where and when your appeal will be heard.

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter. An advice centre like the Citizens Advice Bureau or a local law centre can also give you free advice. (c) (d) If you are a member of a trade union they may be able to give you help with your appeal.

If you ask someone for help and advice you should take this letter with you.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Notes for completion

- (a) insert date of appeal letter
- (b) insert name of benefit the appeal is against
- (c) insert if appropriate (staff administering benefits locally):

We have sent you a list of organizations in your area who can also give you free advice.

- (d) insert if appropriate (staff administering benefits centrally):

You can get a list of organizations in your area who can also give you free advice from your nearest DWP office at (e).

- (e) insert address of the appropriate DWP office in the appellant's area.

Draft letters

Appendix 2

DL/CAP 23a

Letter to appellant's representative stating that appeal has been received and informing them of possible advice and representation

Dear Sir or Madam

About an appeal for (a)

I am writing because (b) has told us that you will be representing (c) at (d) appeal.

We will look at the decision that (a) has appealed against and, if appropriate, we will revise the decision in (d) favour. In this case (d) appeal will lapse and will not be sent to Her Majesty's Courts and Tribunals Service. (e) can appeal against the new/revised decision if (e) thinks it is still wrong.

If we cannot revise the decision in (d) favour we will send the appeal letter and papers, giving our reasons and evidence for the decision, to Her Majesty's Courts and Tribunals Service. We will send you a copy of these papers.

We will also send a copy of the papers to (b).

Her Majesty's Courts and Tribunals Service will tell you where and when the appeal will be heard.

If you want more information please get in touch with us. Our address and phone number are at the top of this letter.

(f)

Yours faithfully

(insert Initial or Forename and Surname of sender)

Notes for completion

(a) insert the appellant's title, full name and surname

(b) insert the appellant's title and surname

(c) insert correct option:

(c1) him

(c2) her

(d) insert correct option:

(d1) his

(d2) her

(e) (e1) He

(e2) She

(e3) he

(e4) she

(f) insert if the representative is not from a professional body:

An advice centre like the Citizens Advice Bureau or a local law centre can also give you free advice. (g) (h). If you are a member of a trade union they may be able to give you help with the appeal.

If you ask someone for help and advice you should take this letter with you

(g) insert if appropriate (staff administering benefits locally):

We have sent you a list of organizations in your area who can also give you free advice.

(h) insert if appropriate (staff administering benefits centrally):

You can get a list of organizations in your area who can also give you free advice from your nearest DWP office at (i).

(i) insert address of DWP office in the appellant's area

Appendix 2

DL/CAP 25

Letter to a person whom the Department will need as a witness at the First-tier Tribunal

Dear (Title) (Surname)

About an appeal for (a)

I am writing to tell you that (b) has appealed against a decision on their (c). The decision was (d).

A tribunal will hear the appeal. We would like you to go to the hearing because you can give evidence that will help the tribunal make a decision.

An appeal tribunal is a panel that decides whether our decision is right or not. It is made up of a person or people who are entirely independent of the Department for Work and Pensions.

We will write to you again as soon as we know the date of the hearing. If you cannot go you must let us know straight away. We may be able to change the date of the hearing.

Her Majesty's Courts and Tribunals Service may be able to pay you (e).

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Notes for completion

- (a) insert the appellant's title, full name and surname
- (b) insert the appellant's title and surname
- (c) insert the name of benefit the appeal is against
- (d) insert the decision that the appeal is against
- (e) insert correct option:
 - (e1) use this option if the letter is sent to a medical witness:
a fee and a travel allowance
 - (e2) use this option in all other cases:

expenses for things such as travelling, child-minding and loss
of earnings.

Appendix 2

DL/CAP 26

Letter notifying witness of the hearing

Dear (a)

About the appeal for (b)

I am writing to tell you about the appeal tribunal hearing for (c). It will be at (d) on (e) at (f).

We would like you to go to the hearing because you can give evidence that will help the tribunal make a decision.

If you cannot go on this date, please tell us what dates you would be able to go. We may be able to arrange another date.

Her Majesty's Courts and Tribunals Service may be able to pay you (g).

Please fill in the reply part of this letter and send it back to us as soon as possible. You can use the envelope we have sent you. It does not need a stamp.

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Name: (b)

About the appeal for (b)

Your reply

Please tick the box that applies to you.

I will be able to go to the appeal on (e)

I will not be able to go to the appeal on (e)

But I will be able to go on these dates / /

/ /

/ /

Signature:

Date:

Draft letters

Notes for completion

- (a) insert title and surname of the witness
- (b) insert title, full name and surname of appellant
- (c) insert title and surname of appellant
- (d) insert venue for the hearing
- (e) insert the date of the hearing
- (f) insert the time of the hearing
- (g) insert correct option:
 - (g1) insert this option if the letter is sent to a medical witness:
a fee and a travel allowance.
 - (g2) insert this option in all other cases:
expenses for things such as travelling, child-minding and loss
of earnings

Appendix 2

DL/CAP 28

Letter to appellant who appeals against a discretionary SF decision (DL/CAP 34 to be sent at the same time)

Dear (Title) (Surname)

About your appeal

I am writing about your letter dated (a) appealing against a decision on your application for a (b)

You cannot appeal against this decision but your letter of appeal is being treated as an application for us to look at the decision again. This means that a different person called a reviewing officer will look at the decision again and send you a new decision.

If you are unhappy with their decision, you can ask for a further review by the Independent Review Service for the Social Fund. The Reviewing Officer will tell you more about this when they write to you.

The accompanying letter explains what we will do with your letter of appeal.

If you want more information please get in touch with us. Our address and phone number are at the top of this letter. An advice centre like the Citizens Advice Bureau or a local law centre can also give you free advice.

If you ask someone for help and advice you should take this letter with you.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert date of letter
- (b) insert correct option:
 - (b1) Community Care Grant
 - (b2) Crisis Loan
 - (b3) Budgeting Loan

Appendix 2

DL/CAP 33

Letter telling the appellant that the appeal is not duly made

Dear (Title) (Surname)

About your appeal

I am writing about the letter we sent to you on (a) asking you (b).

(c)

Consequently we cannot treat your letter as an appeal. The law says we can only deal with an appeal when it has been made in the right way.

However, we have sent your letter to Her Majesty's Courts and Tribunals Service to see if they will accept it as an appeal. If they decide your letter cannot be accepted they will write and tell you about this.

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert date DL/CAP 22 issued
- (b) insert correct option:
 - (b1) to sign your appeal letter
 - (b2) for more information
 - (b3) to sign your appeal letter and let us have some more information
- (c) insert correct option:
 - (c1) We have not had a reply from you.
 - (c2) You have not signed the appeal letter.
 - (c3) You did not give us enough information.
 - (c4) You have not signed the appeal letter or given us enough information

Appendix 2

DL/CAP 34

Letter to tell appellant their appeal is considered to be OOJ

Dear (Title) (Surname)

About your appeal

I am writing because you want to appeal against a decision on your (a). There are some decisions the law says you cannot appeal against. The decision you want to appeal against may be one of these.

We have sent your letter to Her Majesty's Courts and Tribunals Service who will decide if your appeal can be heard. If they decide your appeal cannot be heard it will be struck out. They will write and tell you about this.

If you want to know more about appeals and what you can appeal against, get leaflet **GL24DWP** *if you think our decision is wrong*. You can get a copy from:

- your social security office
- your local Jobcentre
- your Citizens Advice Bureau.

Her Majesty's Courts and Tribunals Service will also be able to tell you more. You can get in touch with them at:

(b)

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter. An advice centre like the Citizens Advice Bureau or a local law centre can also give you free advice.

If you ask someone for help and advice you should take this letter with you.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert name of benefit
- (b) insert HMCTS address and phone number

1st line of address

2nd line of address

3rd line of address

Post code

Phone number

Appendix 2

DL/CAP 35

Letter to the appellant acknowledging receipt of the withdrawal of their appeal

Dear (Title) (Surname)

About your appeal

I am writing because you told us that you want to withdraw your appeal.

We have now withdrawn the appeal on your (a).

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter.

Yours sincerely

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert name of benefit

Appendix 2

DL/CAP 36

Letter to appellant's representative when sending a copy of the submission to them following confirmation from HMCTS

Dear Sir or Madam

About the appeal for (a)

I am writing because Her Majesty's Courts and Tribunals Service has told us that you are representing (b) at (c) appeal.

We have sent you a copy of the appeal papers with this letter. These papers give our reasons and evidence for the decision.

Her Majesty's Courts and Tribunals Service will get in touch with you and (b) to tell you when and where the appeal will be heard. If you want to know more about the appeal, please get in touch with Her Majesty's Courts and Tribunals Service at:

(d)

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter. (e).

Yours faithfully

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert appellant's title, full name and surname
- (b) insert appellant's title and surname or where the appellant has a representative, parent or guardian acting on their behalf, their title and surname
- (c) insert correct option:
 - (c1) his
 - (c2) her
 - (c3) appellant's name
- (d) insert address and phone number of HMCTS office:
 - 1st line of address
 - 2nd line of address
 - 3rd line of address
 - Post code
 - Phone number
- (e) insert if the representative is not from a professional body:

An advice centre like the Citizens Advice Bureau or a local law centre can also give you free advice.

If you ask someone for help and advice you should take this letter with you.

Appendix 2

DL/CAP 37

Letter to appellant's representative when sending a copy of the response to them when the appellant has informed the Agency that he has a representative

Dear Sir or Madam

About the appeal for (a)

I am writing because (b) has told us that you will be representing (c) at (d) appeal.

We have sent you a copy of the appeal papers with this letter. These papers give our reasons and evidence for the decision.

We have sent the same information and the appeal letter to Her Majesty's Courts and Tribunals Service. They will get in touch with you and (b) to tell you when and where the appeal will be heard. If you want to know about the appeal, please get in touch with Her Majesty's Courts and Tribunals Service at:

(e)

We have also sent (b) a copy of the papers.

If you want more information, please get in touch with us. Our address and phone number are at the top of this letter. (f)

Yours faithfully

(insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

(a) insert appellant's title, full name and surname

(b) insert appellant's title and surname

(c) insert correct option:

(c1) him

(c2) her

(d) insert correct option:

(d1) his

(d2) her

(e) insert address and phone number of HMCTS

1st line of address

2nd line of address

3rd line of address

Post code

Phone number

(f) insert if the representative is not from a professional body:

An advice centre like the Citizen's Advice Bureau or a local law centre can also give you free advice.

If you ask someone for help and advice you should take this letter with you.

Appendix 2

DL/CAP 38

Covering letter to accompany an appeal response bundle sent to the appellant or the appellant's appointee

Dear (a) (b)

About your appeal

Your appeal has reached the stage where it has been sent to Her Majesty's Courts and Tribunals Service where a hearing date will be arranged for you. Enclosed with this letter is a copy of all the documents relating to your appeal. This copy includes the original decision against which you have appealed.

We have sent a copy of the same information and your appeal letter to Her Majesty's Courts and Tribunals Service. They will get in touch with you to explain what happens next with your appeal.

[(c) We have sent a copy of the papers to your representative].

If you want more information please get in touch with us. Our address and telephone number are at the top of this letter. An Advice centre like the Citizen's Advice Bureau or a local law centre can also give you free advice.

If you ask someone for help and advice you should take this letter and the appeal papers with you.

Yours sincerely

Signature:

Date:

(Insert Initial or Forename and Surname of sender)

Draft letters

Notes for completion

- (a) insert the appellant's or appointee's title, e.g. Dr, Mr, Mrs, Miss, etc
- (b) insert the appellant's or appointee's surname
- (c) include where the appellant has a representative.