



Independent  
Living Fund

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[www.gov.uk/ilf](http://www.gov.uk/ilf)

# Policy Circular

**Document No 03/09**

**Owner:** Customer Service Team

**Subject:** Decision Review policy

**Version:** 4 of 4

**Last Amended:** July 2013

**Date Reviewed:** July 2013

**Next Review:** NA

## 1.0 Background

The Independent Living Fund aims to provide a high standard of service and ensure that all decisions made are correct. There may however be occasions where someone wishes a decision to be reviewed.

## 2.0 Policy

A decision review request can be made verbally or in writing within one month and should be referred to the Complaints and Decision Review team.

An acknowledgement letter will be sent within 7 days of receipt at the ILF office.

The Decision Review target is to provide an answer to all queries within 15 working days from the date all information has been received.

## 2.1 Appeals

If a user is unsatisfied with the response to their initial request for a decision review a second tier request can be made within one month of the outcome letter.

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A referral will be drafted incorporating details of the original decision and the appellants' argument.

The Senior Management Panel (SMP) at the ILF will consider the case. The SMP meet fortnightly and is made up of a panel of Senior Managers and Directors of the Independent Living Fund.

There are occasions where the SMP are the first line decision makers on cases (see tiers of decision making document for reference). In these circumstances appeals will be made to the User Personal Case Committee (UPCC). The UPCC is a sub-committee of Trustees of the ILF. Meetings are held either by teleconference or in person.

The appellant will be notified of the outcome of the appeal decision within 7 days of the meeting.

### **2.3 Ombudsman**

The ILF falls under the jurisdiction of the Parliamentary and Health Services Ombudsman.

The ILF has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. When considering whether an ex-gratia payment should be made reference should be made to the "Ex-gratia Payments" policy

### **3.0 Ex-gratia**

The ILF has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. When considering whether an ex-gratia payment should be made reference should be made to the "Ex-gratia Payments" policy

### **4.0 Source**

Transfer Delivery board 25 July 2013

Trustees Meeting 13 May 2009

Amended Trustees meeting 10 June 2009

### **5.0 History Date Reviewed**

2 February 2009

11 June 2011

June 2013