

This publication is withdrawn.

This publication is no longer current.

What to do when a claimant wants to appeal against a DWP benefit decision

New DWP disputes and appeals process

Appeals Reform changes were introduced in April 2013 for Personal Independence Payment (PIP) and Universal Credit (UC), and will roll out across all other DWP benefits on 28 October 2013. The key changes to the appeals process are:

- **Mandatory Reconsideration** - The claimant *must* give DWP the opportunity to reconsider our decision formally before they're able to make an appeal. We will issue the claimant with a Mandatory Reconsideration Notice (MRN) with a full explanation of the Decision Makers reasoning once this has taken place.
- **Direct lodgement** - The claimant *must* lodge their appeal directly with Her Majesty's Courts and Tribunals Service (HMCTS) and not DWP. They must send a copy of the MRN with their appeal.
- **Time Limits** – DWP has agreed with the Tribunal Procedure Committee that these changes are a chance to introduce time limits for how long DWP has to issue a response to an individual appeal. These will be 28 days for DWP and 42 days for Child Maintenance Group (CMG). Time limits will be closely monitored from 28 October 2013, and will be measured as a target from October 2014.

Dual process period – from 28 October 2013

DWP anticipates a 6-8 week period where claimants may be required to follow the old appeals process dependant on the date their benefit decision is notified. If a claimant wants to appeal against a benefit decision and approaches you/your organisation for support, you must first ask them which benefit it is they want to appeal against, then determine the date of their decision notification (the date on the claimants' letter)

- The existing appeals process will apply to decisions made/notified before 28 October 2013 and will require leaflet GL24.
- Decisions notified on or after the 28 October will be subject to the 'new' disputes and appeals process i.e. mandatory reconsideration request, MR notice issue, direct lodgement etc.

