

How to disagree with a decision made by the Department for Work and Pensions



Department
for Work &
Pensions

Contents

About this guide.....	3
Before you challenge the decision.....	3
Requesting a Mandatory Reconsideration.....	3
The CRMR1 form.....	5
Examples of further information to include.....	7
After you send in your Mandatory Reconsideration request.....	11
If you disagree with a Mandatory Reconsideration Notice.....	12

About this guide

This guide explains what you can do if you disagree with a decision made by us.

If you don't agree with a decision about Housing Benefit, you need to contact your local authority. For Child Benefit, Guardian's Allowance or Tax Credits, you need to contact Her Majesty's Revenue & Customs (HMRC). You can find contact details for your local authority and HMRC online at GOV.UK or on the original decision letter you received.

Before you challenge the decision

Before you challenge a decision, it's always worth asking us to explain it. You can call the number at the top of your decision letter and ask for the decision to be explained to you. This can be much quicker and if we find a mistake, we will look at our decision again.

Requesting a Mandatory Reconsideration

If you've had the decision explained to you but still don't agree with it, you can ask for a Mandatory Reconsideration. This means a different decision maker will look at your claim and see if the decision was right or wrong.

Requesting a Mandatory Reconsideration - continued

They will make their decision using:

- the facts of your case
- the information they have
- any new information you provide, and
- the law

Following a Mandatory Reconsideration, the amount of benefit you get may go up, down or stay the same. You may also stop getting your benefit.

How to ask for a Mandatory Reconsideration

By phone

You can ask for a Mandatory Reconsideration by phone. This is the quickest way to ask us to look at a decision again. Call the number on the decision letter you received from us.

By post

If you can't call us, we strongly recommend that you complete the CRMR1 form to ask for a Mandatory Reconsideration. You can download the form from **www.gov.uk/mandatory-reconsideration**

Once you have filled in the CRMR1 form, please print it and send it to the address on your original decision letter.

If you don't want to use the CRMR1 form, you can write to us. You will need to include:

- your name, date of birth, National Insurance number
- the date of the decision you want us to look at (this information is on the decision letter)

Requesting a Mandatory Reconsideration - continued

- which part of the decision you want us to look at again
- why you think that part of the decision is wrong

Time-limits

You should ask for a Mandatory Reconsideration within one month of the date of the decision letter. If you are asking for a Mandatory Reconsideration after one month, please tell us why.

The CRMR1 form

Not all parts of the form need to be completed. This section explains the different parts of the CRMR1 form.

Part 1: About you

This part asks for general information such as your name and contact details.

It also asks the best time to contact you. If we need any more information, we will try to contact you at the times you have told us on the form.

Part 2: If a representative is completing the form

If you are completing the form for yourself, go to Part 3.

If someone is completing the form for you, they need to put their details here. This could be a parent, carer, relative or a legal Deputy.

The CRMR1 form - continued

As well as sending the form and any evidence, we will need to see signed authority allowing the representative to deal with this claim. This can be a signed letter. This doesn't apply if:

- you are already registered as the claimant's appointee or Deputy with DWP, or
- you are the claimant's parent or legal guardian

Part 3: About the original decision

Part 3 asks how long it has been since we made the original decision. If you are asking for a Mandatory Reconsideration more than one month after that date, please tell us why.

Part 4: Why you disagree with the decision

This is your opportunity to tell us why you think the decision is wrong. You must include any information that shows we have made the wrong decision.

If you disagree with more than one part of the decision, please tell us why you disagree with each part.

Part 5: Check and sign

Please check you have completed the form correctly and included all of the information you can. Finally, sign and date the form before you send it.

Examples of further information to include

As well as your form, you must provide us with any extra information that supports your claim. Below, there are some examples of the types of information we can and can't consider. **This isn't a full list**, but it should give you an idea of the kinds of information that will help your Mandatory Reconsideration.

If you disagree with a decision for Personal Independence Payment

Please send	Please don't send
New medical reports from any nurses, doctors or other professionals that look after you	Information you have already provided
Reports or care plans from therapists or nurses that we haven't seen	Factsheets or general information about the health condition or disability
Any new information such as test results or scan results	Medical appointment letters or cards
Your current repeat prescription list, if you have one	Bus or train tickets to medical appointments you've attended

If you disagree with a decision for Employment and Support Allowance

Please send	Please don't send
New medical reports from any nurses, doctors or other professionals that look after you	Information you have already provided
Evidence of why you missed an appointment that we don't know about	Factsheets or general information about the condition
Any new information such as test results or scan results	An explanation that you didn't realise you had to tell us about a change of circumstances
Your current repeat prescription list, if you have one	Bus or train tickets to medical appointments you've attended

If you disagree with a decision for Disability Living Allowance or Disability Living Allowance for Children

Please send	Please don't send
Care plans or behaviour plans from hospitals or schools that DWP don't know about	Information you have already provided
Information about the day-to-day effects of the condition(s) that we don't know about	Factsheets or general information about the health condition or disability
Information about extra aids or adaptations that we don't know about	The dates and times of medical appointments. These won't affect the decision that can be made
Your current repeat prescription list, if you have one	Bus or train tickets to medical appointments you've attended

If you disagree with a decision for Universal Credit

Please send	Please don't send
Evidence to show any income you earned is different from the information we have	Information you have already provided
Bills, tenancy agreements and bank statements that show you live alone if we think someone lives with you	An explanation that you didn't realise you had to tell us about a change of circumstances
Evidence of why you missed an appointment that we don't know about	

If you disagree with a decision for another DWP Benefit

There are lots more benefits and awards that we make decisions on. You can ask for a Mandatory Reconsideration of any of the benefits listed on

www.gov.uk/mandatory-reconsideration

You can use the CRMR1 form to ask for a Mandatory Reconsideration of any of these.

For these other benefits, you may want to call the number at the top of your decision letter to ask what information will be most useful for your Mandatory Reconsideration.

Try to send information that is specific to you and your claim which we haven't seen before.

After you send in your Mandatory Reconsideration request

We will tell you when we have received your request. This could be a letter, text message, phone call or an update in your Journal if you request a Mandatory Reconsideration of Universal Credit.

A decision maker will look at all the information they have about your claim. It will be not the same person who made the original decision. They may need to call you for more information before they can make a decision.

When we have looked at your claim again, we will make a decision and send you a Mandatory Reconsideration Notice.

This will tell you how we made our decision using the evidence and information you provided. If you're satisfied with the decision, you don't need to do anything else.

If you disagree with a Mandatory Reconsideration Notice

You can appeal to an independent tribunal. This tribunal is not part of DWP. It will make an impartial decision on your claim using all of the evidence available.

How to appeal

Your Mandatory Reconsideration Notice will explain how you can appeal the decision we have made. You can visit **www.gov.uk/mandatory-reconsideration** for more information.

You normally need a Mandatory Reconsideration Notice before you can appeal to the tribunal.

Time limits

You must appeal to the tribunal within one month of the date on your Mandatory Reconsideration Notice.