



Department  
for Work &  
Pensions

# Understanding Mandatory Reconsideration

**Easy  
Read**



# Contents

1



Department  
for Work &  
Pensions

## Introduction

Page 3

2



## Before you ask for a Mandatory Reconsideration

Page 6

3



## When you should ask for a Mandatory Reconsideration

Page 9

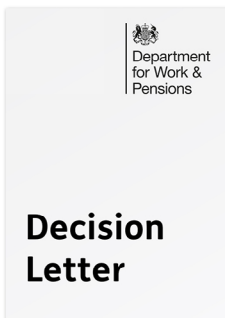
# 1

## Introduction



Department  
for Work &  
Pensions

After you apply for a benefit, the Department for Work and Pensions (DWP) will make a decision about your application.



Your benefit decision is based upon:

- The rules about who can claim the benefit you applied for
- What you told us when you applied for the benefit

**Supporting**

**information**

- Any documents or supporting information you gave us
- Any appointments you attended
- Any other information we had to gather as part of your application.



If you do not agree with this decision, you can ask DWP to look at it again.



When your decision is looked at again, DWP call this a **Mandatory Reconsideration**.



A '**Mandatory Reconsideration**' means we will look at:

- The information you originally gave us
- Any new information you provide
- If there have been any changes in your circumstances.

We use this information to see whether we can change our decision.

Understanding  
Mandatory  
Reconsideration

2025  
Department  
for Work &  
Pensions

Easy  
Read



This Easy Read guide will explain:

- What a Mandatory Reconsideration is
- When you can ask for one.

# 2

## Before you ask for a Mandatory Reconsideration



You can call the benefits office dealing with your claim if you are not sure about:

- Whether to ask for a Mandatory Reconsideration
- What evidence you can give.



They will be able to explain the reasons for your decision.

They can also answer any questions you might have.



You can still ask for a Mandatory Reconsideration after you speak to your benefits office.

## If you want an explanation in writing



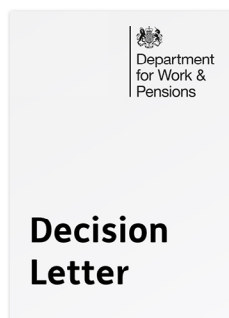
You can ask for a written explanation from the benefits office dealing with your claim.

This is also known as a **written statement of reasons**.

**PIP**



You do not need to do this for Personal Independence Payment (PIP).



This is because your decision letter from PIP will include a written explanation.



**Within  
14 days**



You can still ask for a Mandatory Reconsideration, but you must do this **within 14 days** of the date on your written statement of reasons.



# 3

## When you should ask for a Mandatory Reconsideration



You can ask for a Mandatory Reconsideration if:

- You think the office dealing with your claim made a mistake



- You think important evidence was missed during the decision



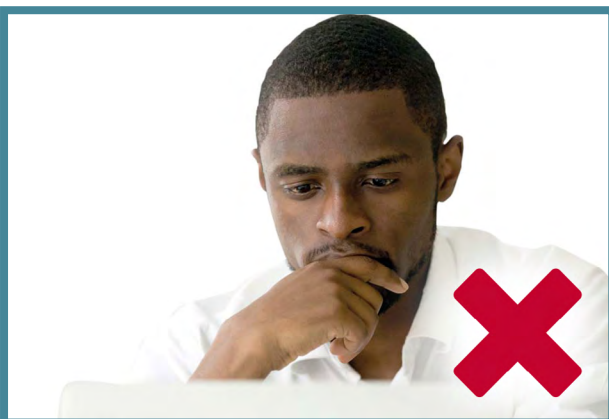
- You do not agree with the reasons for the decision



- You want the decision looked at again.



You usually need to ask DWP to look at your claim again within **1 month** of the date on your decision letter.



Some decisions cannot be reconsidered. There are some that go straight to an **appeal**.

For more information about which benefits allow you to ask for a Mandatory Reconsideration, go to [www.gov.uk/appeal-benefit-decision](http://www.gov.uk/appeal-benefit-decision)

## Applying after 1 month

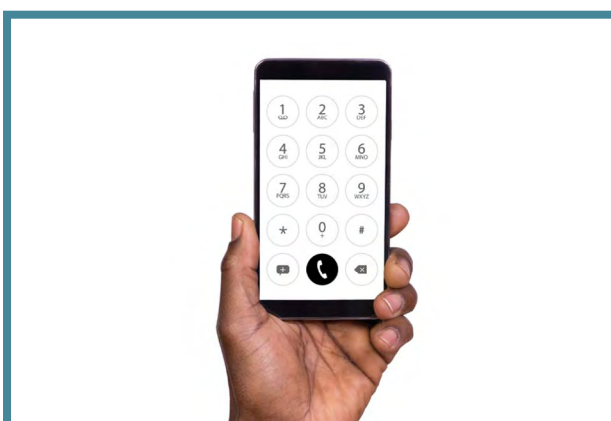


You can ask for a Mandatory Reconsideration after **1 month**, but there must be a good reason for the delay.



Reasons could include:

- You have been in hospital
- Someone in your family has died.



You **must explain** why your request is later than 1 month.

Call the phone number on your decision letter first before filling in any Mandatory Reconsideration form.

For more information about a Mandatory Reconsideration, go to [www.gov.uk/mandatory-reconsideration](http://www.gov.uk/mandatory-reconsideration)