



Department
for Work &
Pensions

How to ask for a Mandatory Reconsideration

**Easy
Read**



Contents

1



Department
for Work &
Pensions

Introduction

Page 3

2



How to ask for a Mandatory Reconsideration

Page 6

3



Information you need to give

Page 12

4



What happens next

Page 17

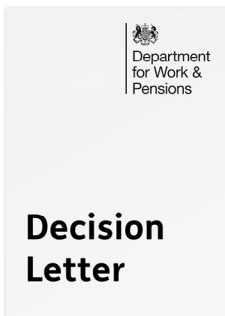
1

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.



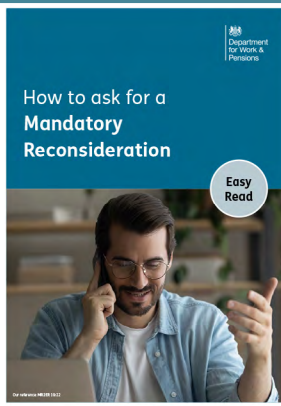
When your decision is looked at again, DWP call this a **Mandatory Reconsideration**.



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

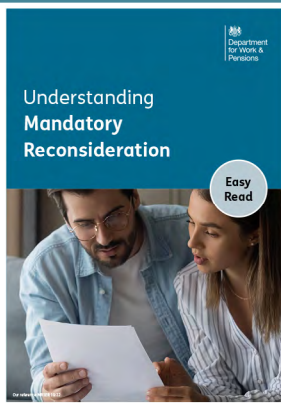
- The information you originally gave us
- Any new information you provide
- If there have been any changes in your circumstances.

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



This Easy Read guide will explain:

- How to ask for a Mandatory Reconsideration
- What happens after you ask for one.



You should first check **when you can ask** for a Mandatory Reconsideration.

For more information, please see the Easy Read guide – **Understanding Mandatory Reconsideration**.

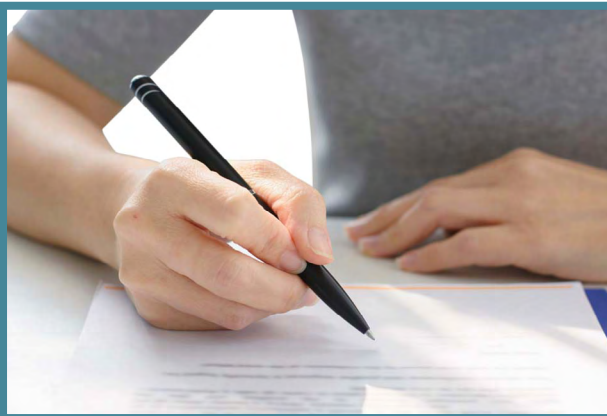
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How to ask for a Mandatory Reconsideration



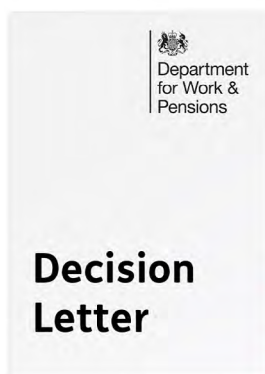
You can call us to talk about your decision.

Please contact the benefit helpline number on your decision letter.



You can write a letter telling us why you do not agree with your decision.

Please send your letter to the address on your decision letter.



If you do not have a decision letter, contact the office where you applied for the benefit.



You can also fill in a **Mandatory Reconsideration** request form.



You can get the form by going online.

Go to: www.gov.uk/government/publications/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp



You can fill in the form on your computer, tablet or mobile phone.

You need to then print the form and post it.



Or you can print a blank form and fill it in with a pen.



Please remember to sign and date your form using a pen.



Send your completed form and any relevant evidence to the address at the top of your decision letter.



**Within
1 month**



If you write to us, the letter or form must arrive within **1 month** of the date on your decision letter.

UC *Universal
Credit*



If you get Universal Credit, you can use your **journal** to ask for a Mandatory Reconsideration.

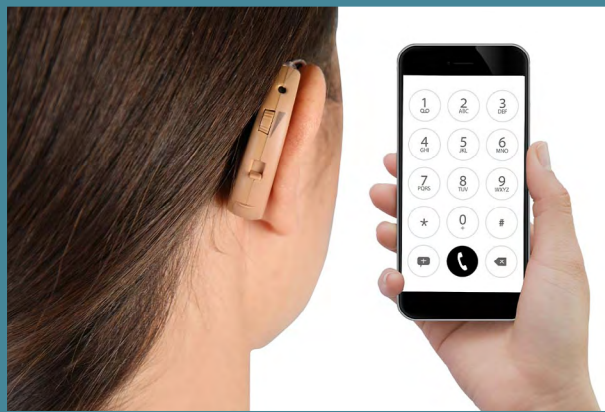
If you are unable to use your journal, you can:



- Write a letter to the address on your decision letter
- Fill in and send a Mandatory Reconsideration request form
- Call the Universal Credit helpline.



The Universal Credit helpline is open Monday to Friday, 8am to 6pm.



Telephone: **0800 328 5644**



Welsh Language Telephone:
0800 328 1744

3

Information you need to give



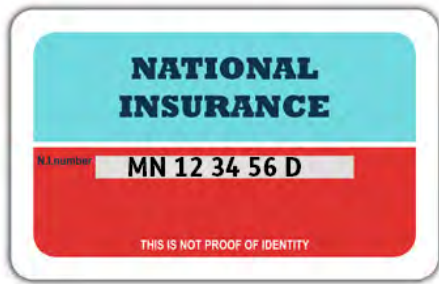
The date of the original benefit decision.



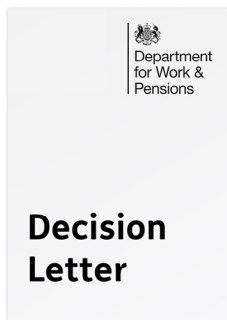
Your name and address.



Your date of birth.

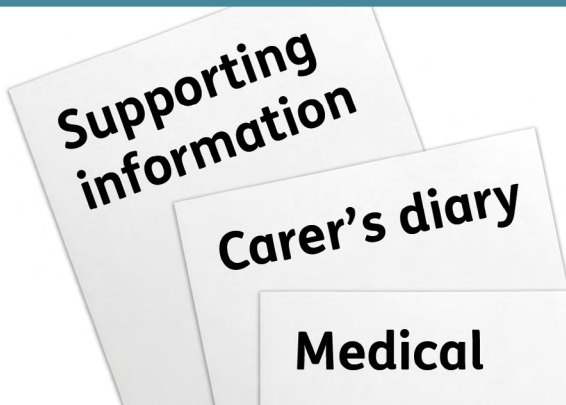


Your National Insurance number.



You will then need to explain **what part** of the decision is wrong and **why**.

If you want to send evidence



Your evidence needs to show why the decision was wrong.

Examples can include:

- Any new medical evidence



- Reports or care plans from specialists, therapists or nurses



- Bank statements or payslips.



You should only include evidence you have **not already sent**.



You cannot claim back the cost of any evidence you pay for.

**Write information
at the TOP of each piece
of evidence**



You need to write some information at the top of **each bit of evidence** you send.

**Full name
Date of birth
National Insurance Number**



You must write your:

- Full name
- Date of Birth
- National Insurance number.



You must send your evidence to the office where you applied for your benefit.

It will not help your claim to include:



- General information about your condition such as fact sheets, medical certificates or sick notes



- Appointment cards or letters about medical appointments, unless you could not claim your benefit because you were at one of these



- Letters about tests you might be due to have.



If you are not sure what evidence you should send, you can call the number on your decision letter.

For more information about evidence to send, go to www.gov.uk/government/publications/challenge-a-decision-made-by-the-department-for-work-and-pensions-dwp

Look at **Notes about how to disagree with a decision made by DWP.**

4

What happens next



The benefit office that gave you the original decision will look at it again.



You will get a Mandatory Reconsideration Notice letter to tell you if they have changed their decision.



This letter will explain the reasons for the new decision and the evidence it was based on.

If you disagree with the outcome



You can **appeal** to the Social Security and Child Support Tribunal if you think the Mandatory Reconsideration notice is wrong.



The **tribunal** is independent of government.



Explaining what is a tribunal

A **tribunal** is a chance to say why you disagree with your Mandatory Reconsideration decision.

The decision will be reviewed by people who do not work for DWP. This includes a judge who will listen to both sides of the case before making a decision.

For more information about the tribunal, go to www.gov.uk/appeal-benefit-decision/at-the-hearing

For more information about appealing, go to www.gov.uk/appeal-benefit-decision



**Within
1 month**



You usually need to make an appeal within **1 month** of the date of your Mandatory Reconsideration notice.



You cannot appeal to the Social Security and Child Support Tribunal until you get your Mandatory Reconsideration notice.

For more information about a Mandatory Reconsideration, go to www.gov.uk/mandatory-reconsideration