



Department
for Work &
Pensions

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

Other ways to communicate with us

If you need braille, British Sign Language, a hearing loop, translations, large print, Easy Read, audio or something else, please contact us.

If you use Relay UK dial 18001 followed by our telephone number.

You can find our contact details at [**www.gov.uk**](https://www.gov.uk)

Calls to 0800 numbers are free from personal mobiles and landlines.

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Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly.
To find out more about this law, search 'Equality Act' on www.gov.uk

About this guide

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

If you do not 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 HM 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 is 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 have had the decision explained to you but still do not 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.

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 cannot 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**](http://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 do not 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)
- 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.

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.

If a representative is completing the form

If you are completing the form for yourself, go to About the original decision.

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.

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 does not 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.

About the original decision

About the original decision 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.

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.

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 cannot consider. **This is not 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

- New medical reports from any nurses, doctors or other professionals that look after you
- Reports or care plans from therapists or nurses that we have not seen
- Any new information such as test results or scan results
- Your current repeat prescription list, if you have one.

Please do not send

- Information you have already provided
- Factsheets or general information about the health condition or disability
- Medical appointment letters or cards
- Bus or train tickets to medical appointments you have attended.

If you disagree with a decision for Employment and Support Allowance

Please send

- New medical reports from any nurses, doctors or other professionals that look after you
- Evidence of why you missed an appointment that we do not know about
- Any new information such as test results or scan results
- Your current repeat prescription list, if you have one.

Please do not send

- Information you have already provided
- Factsheets or general information about the condition
- An explanation that you did not realise you had to tell us about a change of circumstances
- Bus or train tickets to medical appointments you have attended.

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

Please send

- Care plans or behaviour plans from hospitals or schools that DWP do not know about
- Information about the day-to-day effects of the condition(s) that we do not know about
- Information about extra aids or adaptations that we do not know about
- Your current repeat prescription list, if you have one.

Please do not send

- Information you have already provided
- Factsheets or general information about the health condition or disability
- The dates and times of medical appointments. These will not affect the decision that can be made
- Bus or train tickets to medical appointments you have attended.

If you disagree with a decision for Universal Credit

Please send

- Evidence to show any income you earned is different from the information we have
- Bills, tenancy agreements and bank statements that show you live alone if we think someone lives with you
- Evidence of why you missed an appointment that we do not know about.

Please do not send

- Information you have already provided
- An explanation that you did not realise you had to tell us about a change of circumstances.

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 have not 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 are satisfied with the decision, you do not 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**](https://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.