



HM Courts &
Tribunals Service

We Are Digital

Network Training Pack 5.0

**Appeal a benefit decision (Social
Security and child support)**



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Appeal a Benefit Decision

How to support users to appeal a benefit decision

These slides explain how to support users to start and manage an appeal about a benefit decision that they think is unfair. An appeal is when a panel of experts who do not work for the DWP will look at the benefit claim and all available evidence to see if the right decision was made by DWP.

We Are Digital are able to offer support to users to start and manage an appeal over the telephone (even if the user does not have access to a device), or face-to-face either at a network partner centre or in the user's home.

There are some differences in how to best support users to complete the section called 'your reasons for appealing', depending on which benefit they wish to appeal. At this point, we will deal with each benefit in turn.

How to complete the other sections is broadly the same.

Eligibility and Mandatory Reconsideration Notices

In order to appeal a benefit decision, the user needs to have made an application for the benefit and received a decision from the DWP.

In most cases, they also need to have requested a mandatory reconsideration (which is when the DWP look at the case again to see if the right decision was made) and received a decision from the DWP about that mandatory reconsideration. This is called a Mandatory Reconsideration Notice.

However, there are two situations when a mandatory reconsideration is not needed. These are:

- If they applied for Employment Support Allowance (ESA) *and* they were given no award, *and* it was either the first time they had claimed, or when they last claimed ESA they received an award, they can go straight to appeal.
- If, after they had lodged an appeal, the DWP recognised a mistake was made and made a new award of benefit this will have ended the original appeal. If the user thinks the new award is still incorrect, they are able to start a new appeal straight away, without a mandatory reconsideration first.

In both of these circumstances, the decision letter should confirm that no mandatory reconsideration is needed.

What to bring to the appointment and how to prepare

If supporting a user face to face they should be asked to bring:

- A copy of the Mandatory Reconsideration Notice (if they needed to ask for a mandatory reconsideration – see exceptions on previous slide. If they do not need to have a mandatory reconsideration, the decision letter will say so)
- The decision letter from the DWP (if they have it – not important if they have the Mandatory Reconsideration Notice)
- Their National Insurance number (this will be on any correspondence from the DWP)
- Any evidence that they already have that they want to use to support their appeal. They do not need to include any evidence that they have already given the DWP (the DWP will pass that on to the tribunal). They can also provide evidence at a later stage.

Users might also like to prepare for the appointment by reading the relevant sections of these free guides below

For [PIP appeals](#)

For [ESA appeals](#)

For [Universal Credit based on limited capability for work](#)

For [Attendance Allowance appeals](#)

For [DLA appeals](#)

They can all be found at advicenow.org.uk/benefits

The online service

Users ask for an appeal via [Appeal a benefit decision](#) on GOV.UK

- Asking for an appeal online is slightly faster than the offline journey, and it enables the user to have a record of what they have already told the appeal panel.
- Users can also register to get text alerts at key points like when they need to send evidence or when a date has been set for the hearing.
- If they have an email address, users can also sign up to the Manage Your Appeal service which enables them to upload evidence and a statement at a late date.

Time limits

- Users are supposed to ask for an appeal within 1 month of the date on the Mandatory Reconsideration Notice (or decision notice if you do not need to ask for a mandatory reconsideration).
- **However, if one month has already passed users should still ask for an appeal. They just have to explain why the appeal is late. For example, if they needed help to appeal and that help was not available until now, or because of difficulties caused by a disability or their circumstances. A judge will then decide whether to allow the appeal even if it is late.**
- The appeal will usually be accepted up to 13 months after the mandatory reconsideration decision.

Appeal a Benefit Decision

Using the online appeal system

First type the name or abbreviated name of the benefit into the box.

Abbreviations also work.

It's worth looking at any letters they have brought with them – people sometimes get benefits confused or refer to the new benefit by the name of the one it replaced.

Next the user is asked whether they would like communications about the appeal to be in English or English and Welsh.

Then you are asked to enter the user's postcode.

Which benefit is your appeal about?

Continue

What language do you want us to use when we contact you?

We'll send you emails and documents as we progress your appeal. Choose which language you'd like these in.

☒ English only

☐ English and Welsh

Enter your postcode

This online service is only available in England, Scotland and Wales.

Continue

Saving your progress

In order for a user to save their progress and return to making their appeal later, you need to create an account now. To do this, the user will need to have an email address.

You will also have to help them to set a password. Encourage them to pick a password that they will remember.

They will also only be able to submit evidence or a statement online later using the Manage Your Appeal service if they have an address.

If the user does not have an email address, explain the above and ask if they would like your help to set up an email address.

Do you want to be able to save this appeal later?

You need to create an account now if you want to save your appeal application later. For example, if you need to take a break or gather information.

- ☐ I want to be able to save this appeal later
- ☐ I do not want to be able to save this appeal later

If you decide not to create an account now, and leave an appeal part-way through, you will have to start over when you decide to complete an appeal. If you think you will want to save part-way through, then select I want to be able to save this appeal later.

[Continue](#)

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Do they have a Mandatory Reconsideration Notice

Next, confirm if the user has a mandatory reconsideration notice.

There are some circumstances when the user may not have the mandatory reconsideration notice. If, for example, they were given one and have since lost it. Or if they fall inside the two exceptions discussed on [Eligibility and Mandatory Reconsideration Notices](#).

If they don't, select the option 'No, I do not have a Mandatory Reconsideration Notice'.

Have you got a Mandatory Reconsideration Notice (MRN)?

This is the letter DWP sent you when you asked them to reconsider their decision about the PIP benefit.

- ☒ Yes, I have a Mandatory Reconsideration Notice (MRN)
- ☐ No, I don't have a Mandatory Reconsideration Notice (MRN)

Continue

If they do not have a Mandatory Reconsideration Notice

They will next be asked if they have contacted the DWP about the decision. If the user has either

- Had a Mandatory Reconsideration Notice but has since misplaced it, or
- Is in one of the two groups that do not need to ask for a mandatory reconsideration first

you should select 'Yes'. You will then be asked to enter an explanation.

If you select 'No' you will be taken to a message saying that you need to ask for a Mandatory Reconsideration before you can submit an appeal.

If the user does not have a Mandatory Reconsideration Notice, you can use the details given on the decision notice to explain what they disagree with and why they are appealing (later in this process). If they do not have that either, explain why they believe they are entitled at each point.

Have you contacted DWP and asked them to reconsider their decision?

You can still appeal if you have contacted DWP about their benefit decision but you don't have the MRN letter, for example, because you lost it or the DWP have said you do not need one.

- ☐ Yes, I've contacted DWP about the decision or DWP have said I don't need a Mandatory Reconsideration Notice
- ☐ No, I haven't contacted DWP about the decision

Continue

Explain why you don't have a Mandatory Reconsideration Notice (MRN)

Include the date that you contacted DWP about their decision, if you can remember, or confirm that the decision letter you received from the DWP told you that you did not need one.

Continue

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Appeal a Benefit Decision

If they do have a Mandatory Reconsideration Notice

Next you are asked to select the DWP office dealing with the user's claim from a drop-down menu.

You find this in the top right corner the Mandatory Reconsideration Notice.

The address will also appear at the top of any other letter about this benefit. If they haven't brought any letter, you may have to support them to phone the DWP to find out.

Find DWP's address on the top right of your Mandatory Reconsideration Notice (MRN)



Select the Personal Independence Payment number from DWP's address

Personal Independence Payment

Continue

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Appeal a Benefit Decision

Appointees

You are asked if the appeal is for the user themselves or if they are an appointee for somebody else – usually a family member. If the user is officially an appointee, letters about the benefit will be addressed to them.

If they just help a friend or family member with their benefits unofficially, select ‘No, I’m appealing for myself’. If they want to be kept updated about the appeal, they can enter their details as a representative later.

If they are an appointee the next few screens will ask for their name, date of birth, and contact details. They will then be asked about the details of the person who the appeal is about.

If they are appealing for themselves, the next few screens ask for their name, date of birth, and contact details.

Some users may be nervous about providing their phone number and email address. Reassure them that they will only be used by HMCTS to contact them about their appeal.

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Are you an ‘appointee’?

You’re an appointee if you’ve been appointed by DWP to act on behalf of someone who is unable to deal with their benefit claim. For example, a parent who is claiming on behalf of a child.

☐

I’m appealing for myself

☐

I have been appointed by DWP to act on behalf of someone else

Continue

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Appeal a Benefit Decision

Date of Mandatory Reconsideration Notice

You are asked to enter the date on the mandatory reconsideration notice that the user is appealing.

If it is more than a month ago, you will be asked to double check the date.

When is your Mandatory Reconsideration Notice (MRN) dated?



The screenshot shows a form titled 'Your Mandatory Reconsideration Notice' from the Department for Work & Pensions. A red diagonal banner in the top left corner reads 'EXAMPLE'. A blue callout bubble points to a date field on the form, displaying the number '27 March 2016'. Above the date, two phone numbers are listed: '0345 850 3322' and '0345 601 6677'.

For example, 31 3 2017

Day	Month	Year

[Continue](#)

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Explanation for lateness

You will then be asked to explain why the appeal is late. Reassure the user they can still appeal. Support them to provide an explanation.

Add the explanation that the user needed your help to use the online service to appeal.

Ask the user if there are any other reasons for the delay. Other common reasons might be that

- their caring responsibilities, health issues, or personal circumstances prevented them from doing it sooner.
- they need help to deal with their post or their benefits and did not receive that help until recently.
- they were away or in hospital and so were not aware of the decision until recently.

Tell us why your appeal is late

Appeals should be made within one month of the Mandatory Reconsideration Notice being sent.

Your appeal may still go ahead if there's a reason why it's late.

Continue

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Text message reminders

You will be asked if the user wants to receive text message reminders about their appeal. This is a new service and most people find it very useful to get these alerts.

On the next page they can choose if they want these alerts to go to their phone or to someone else's (this is very useful if a family member helps them to deal with their benefits).

Do you want to receive text message reminders?

You'll only get them when you need to do something important, like send evidence or go to the hearing.

[Sign up](#)

[No thanks](#)

Representatives

Next you are asked if the user wants to register a representative.

This might be a benefits adviser or family member who has agreed to help them with their appeal. Representatives get sent a copy of all the paperwork to do with the appeal, and are notified separately about the hearing. They can also submit evidence and speak for the person appealing the decision at the hearing.

If the user is not good at keeping on top of their post, or managing paperwork or deadlines, it is useful to register a representative.

It is important that the representative has agreed to help the user with their appeal. If they have not yet asked them, they can also register a representative after they have started the appeal.

If they do register a representative, they will be asked to provide their details on the next screen.

Do you want to register a representative?

Your representative can be anyone who's helping you with your appeal and you think should be kept updated. For example, a welfare rights adviser, family member or carer.

Registering them means they can:

- receive information about your appeal
- submit evidence (and see any that's submitted)
- talk to us on your behalf during your appeal

You can register them after you've submitted your appeal if you don't have their details to hand.

- ☐ Yes, I want to register a representative
- ☐ No, I don't want to register a representative

Continue

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Reasons for appealing

On this screen, you have to support the user to explain why they are appealing the decision. This is their first chance to really make the case for why the decision is wrong.

How you can best support the user to do this will be different depending on which benefit they are appealing. This is because the user has to say why they should get the benefit based on what the criteria are as set out in the law.

The next few slides deal with how to support users with the most common kinds of benefit appeals.

Your reasons for appealing

DWP should have explained their decision about the claimant's entitlement to PIP in the Mandatory Reconsideration Notice (MRN).

Read the MRN and tell us what you disagree with and why. The reasons will be considered by an independent tribunal who are separate to DWP.

What you disagree with

Why you disagree with it

Add another reason

Appeal a Benefit Decision (PIP)

Reasons for appealing Personal Independence Payment (PIP)

Look at the Mandatory Reconsideration Notice or decision notice. It will say why the DWP think they are not entitled to the benefit, or why they are only entitled to the rate that the DWP awarded.

Compare this with the list of [PIP activities and descriptors](#) on Advicenow.

In 'What you disagree with' write what the DWP have said about the first activity the user doesn't think they have scored the right number of points for.

In 'Why you disagree with it' they need to enter an explanation of all the difficulties they have with that activity and what help they need (it doesn't matter if they don't actually get any help – it must still be included).

Repeat for each activity that they think they have not been given the right number of points for using the Add another reason button.

Your reasons for appealing

DWP should have explained their decision about the claimant's entitlement to PIP in the Mandatory Reconsideration Notice (MRN).

Read the MRN and tell us what you disagree with and why. The reasons will be considered by an independent tribunal who are separate to DWP.

What you disagree with

Why you disagree with it

Add another reason

Appeal a Benefit Decision (ESA)

Reasons for appealing Employment Support Allowance (ESA)

Look at the mandatory reconsideration notice or decision notice. It will say why the DWP think you are not entitled to the benefit, or why you are only entitled to the rate that they awarded. Compare this with the list of [ESA activities and descriptors and consideration of substantial risk](#) on Advicenow.

In 'What you disagree with' write what the DWP have said about the activity the user doesn't think they have scored the right number of points for.

In 'Why you disagree with it' explain all of the difficulties that the user has with that activity .

Repeat for each activity the user has not been given the right number of points for using the Add another reason button.

Cont'd on next slide

Your reasons for appealing

DWP should have explained their decision on your entitlement to Employment and Support Allowance (ESA) in the Mandatory Reconsideration Notice (MRN) or the decision letter they sent you.

Read your MRN or the decision letter and write what you disagree with and why. Your reasons will be considered by an independent tribunal who are separate from DWP.

What you disagree with

Why you disagree with it

You can write as much as you want

Add another reason

Reasons for appealing Employment Support Allowance (ESA) cont'd

Look at what the mandatory reconsideration notice or decision notice says about whether there is a 'substantial risk' to the user's safety and compare it with the explanation of substantial risk on [ESA activities and descriptors and consideration of substantial risk](#).

In 'What you disagree with' write what the DWP have said about substantial risk.

In 'Why you disagree with it' the user needs to explain all of the difficulties they have, what risks they might pose, and any times they (or others) have been hurt as a result of their disability or health issue.

It is important that any potential substantial risk is raised at this stage.

Your reasons for appealing

DWP should have explained their decision on your entitlement to Employment and Support Allowance (ESA) in the Mandatory Reconsideration Notice (MRN) or the decision letter they sent you.

Read your MRN or the decision letter and write what you disagree with and why. Your reasons will be considered by an independent tribunal who are separate from DWP.

What you disagree with

Why you disagree with it

You can write as much as you want

Add another reason

Reasons for appealing Universal Credit (UC) on the basis of having limited capability to work

Look at the mandatory reconsideration notice or decision notice. It will say why the DWP think they are not entitled to the benefit, or why the DWP think they are only entitled to the rate that they were awarded. Compare this with the list of [Universal Credit - Activities and descriptors and consideration of substantial risk](#) on Advicenow.

In 'What you disagree with' write what the DWP have said about the activity the user doesn't think they have scored the right number of points for.

In 'Why you disagree with it' explain all of the difficulties that the user has with that activity and what help they need.

Repeat for each activity the user has not been given the right number of points for using the Add another reason button.

Cont'd on next slide

Your reasons for appealing

DWP should have explained their decision in the Mandatory Reconsideration Notice (MRN) or the decision letter. This will be in your Universal Credit online journal.

Read your MRN or the decision letter and write what you disagree with and why. Your reasons will be considered by an independent tribunal who are separate from DWP.

What you disagree with

Why you disagree with it

You can write as much as you want

Add another

Reasons for appealing Universal Credit (UC) on the basis of having limited capability to work cont'd

Look at what the mandatory reconsideration notice or decision notice says about whether there is a 'substantial risk' to the user's safety and compare it with the explanation of substantial risk on [Universal Credit - Activities and descriptors and consideration of substantial risk](#).

In 'What you disagree with' write what the DWP have said about substantial risk.

In 'Why you disagree with it' explain all of the difficulties that the user has and what risks they might pose. Users should include details of any times they (or others) have been hurt as a result of their disability or health issue.

It is important that any potential substantial risk is raised at this stage.

Your reasons for appealing

DWP should have explained their decision in the Mandatory Reconsideration Notice (MRN) or the decision letter. This will be in your Universal Credit online journal.

Read your MRN or the decision letter and write what you disagree with and why. Your reasons will be considered by an independent tribunal who are separate from DWP.

What you disagree with

Why you disagree with it

You can write as much as you want

Add another

Appeal a Benefit Decision (AA)

Reasons for appealing Attendance Allowance (AA)

Look at the mandatory reconsideration notice or decision notice. It will say why the DWP think they are not entitled, or why they think they are only entitled to the rate they were awarded. Compare this with the explanation of [how entitlement to Attendance Allowance is decided](#) on Advicenow.

In 'What you disagree with' write what the DWP have said about the number of times the user needs help, or the kind of help they need, that the user doesn't agree with.

In 'Why you disagree with it' explain

- all of the things they need help with during the day or during the night,
- how often they need that help a day (or night), and
- how long it takes each time.

If they need someone to help them stay safe, explain why and what has or might happen without this help.

Repeat for each activity that they think the DWP have not
23 understood correctly using the Add another reason button.

Your reasons for appealing

DWP should have explained their decision on your entitlement to Attendance Allowance in the Mandatory Reconsideration Notice (MRN) or the decision letter they sent you.

Read your MRN or the decision letter and write what you disagree with and why. Your reasons will be considered by an independent tribunal who are separate from DWP.

What you disagree with

Why you disagree with it

You can write as much as you want

Add another reason



Appeal a Benefit Decision (DLA)

Reasons for appealing Disability Living Allowance (DLA)

Look at the mandatory reconsideration notice. It will say why the DWP think they are not entitled, or why they are only entitled to the rate that the DWP awarded. Compare this with the list of [DLA care and mobility needs](#) on Advicenow.

In 'What you disagree with' write what the DWP have said about the first care or mobility need the user doesn't think the DWP have understood correctly.

In 'Why you disagree with it' enter all the difficulties their child has with that daily care activity or mobility need, and what help they need that another child of the same age would not.

Include if it takes them a long time, causes pain, or may put them (or somebody else) in danger, as the law sees this as needing help.

Repeat for each activity that they think the DWP have not understood correctly using the Add another reason button.

Your reasons for appealing

DWP should have explained their decision on your entitlement to Disability Living Allowance (DLA) in the Mandatory Reconsideration Notice (MRN) or the decision letter they sent you.

Read your MRN or the decision letter and write what you disagree with and why. Your reasons will be considered by an independent tribunal who are separate from DWP.

What you disagree with

Why you disagree with it

You can write as much as you want

Add another reason

Appeal a Benefit Decision (Other benefits)

Reasons for appealing all other state benefits

Look at the mandatory reconsideration notice. It will say why the DWP think they are not entitled to the benefit.

In 'What you disagree with' write what the DWP have said that you disagree with.

In 'Why you disagree with it' enter an explanation of what the DWP have got wrong and why.

You will need to check who qualifies for that benefit and make sure that you explain why the user meets the requirement that the DWP have said they don't. Read information on [Carers Allowance](#), [Income Support](#), [Job Seekers Allowance](#), [Industrial Injuries Disablement Benefit](#), [Maternity Allowance](#), [Social Fund](#), [Pension Credit](#), [State Pension](#), [Bereavement Support Payment](#), or [Universal Credit](#).

If the user is appealing a sanction, see sections 6 and 7 of [A survival guide to benefit sanctions](#) for guidance.

Repeat for each thing the DWP have said about your claim that you think they have got wrong.

Your reasons for appealing

DWP should have explained their decision about the claimant's entitlement to PIP in the Mandatory Reconsideration Notice (MRN).

Read the MRN and tell us what you disagree with and why. The reasons will be considered by an independent tribunal who are separate to DWP.

What you disagree with

Why you disagree with it

Add another reason

Anything else you want to tell the tribunal

On this screen, support the user to tell the tribunal anything else they think is relevant. It will usually be helpful to explain that they had your help to submit their appeal.

If the appeal is about a disability benefit the user will often want to complain about the physical assessment and the assessor.

If they have nothing further to add, just press continue.

Anything else you want to tell the tribunal

You can tell the tribunal about anything you think may be relevant to your appeal, such as something you feel DWP didn't consider in their assessment.

You don't have to write anything, if you have nothing further to add.

I have received digital support from We Are Digital for this appeal. |

Continue

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Getting and sending evidence

It is very important that the user takes in the information on this screen. It will usually help if you read it aloud.

If they have brought any evidence with them to the appointment you can upload it on the next screen.

If the user is appealing a PIP, ESA, Universal Credit on the basis of having limited capability for work, or a DLA decision, reassure the user that you can provide information about how to get useful evidence and how to write a statement at the end of the session.

Evidence to support your appeal

Evidence is any information that supports your appeal such as a letter, written statement or medical report. Useful evidence shows how your condition affects your life.

You can upload evidence now or after you have submitted your appeal. You can also post it in. You'll be sent the address after you've submitted your appeal.

Would you like to upload evidence now?

- ☐ Yes
- ☐ No

Save and continue

Uploading evidence

If the user has brought any evidence with them to the appointment you can upload it now. You may need to take a photograph or scan of the evidence to upload it.

They do not need to resend evidence that has already been sent to the DWP. The DWP will share this with the tribunal.

After you have requested your appeal you can upload other evidence, or sound files (MP3) or videos (MP4 files) using the Manage Your Appeal service. This may be useful if they want to use their phone to record videos of some of the difficulties they have (if you are appealing a disability benefit), or if you have video evidence of why you are entitled to the benefit.

Upload additional evidence

You can upload letters, documents or photos. For example, you could take a picture of a letter from your doctor using your phone. Place it on a flat surface and take the photo from above.

You can only add MP3 & MP4 files after we have received your application

Choose file

Uploaded files

No items added yet

Continue

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Attending the hearing

When faced with this question almost everybody wants to choose not to go to the hearing because it seems less scary.

It is helpful to the appeal panel to see and speak to the person appealing, so that they can ask questions and see that they are being honest.

Reassure the user that it won't be nearly as frightening as they might think. It is more like a meeting than going to a court like they might have seen on TV.

Hearings are sometimes over the telephone or using video now, so they may not have to 'go' anywhere.

If they select that they want to attend, on the next slide they are asked to say which options are suitable for them. So, if they are only happy to join over the telephone, for example, they can do that.

The appeal hearing

Your appeal will be decided using the information you submit in this form and any additional evidence you send in. Information and evidence submitted by DWP will also be considered.

If you come to the hearing you can explain your reasons for appealing.

Support can be arranged for you such as an interpreter, hearing loop or disabled access.

Do you want to attend the hearing?

- ☐ Yes
- ☐ No

Continue

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Suitable options for the hearing

The tribunal will decide what kind of hearing the user will have.

But this is the user's opportunity to say what types of hearing are suitable for them.

If the user would be able to manage any option, select them all as it may enable their hearing to be scheduled a little sooner.

Select the suitable options for you to attend the hearing.

The type of oral hearing will be at the discretion of the tribunal.

Please select all the suitable options for you to take part in the hearing.

- ☐ Telephone (you'll need somewhere quiet and private to speak). Please give us your preferred telephone number if different to the number already provided.
- ☐ Video (you'll need access to a computer or mobile device with a good internet speed and somewhere quiet and private to speak). Please give us your preferred email address if different to the email already provided.
- ☐ Face to face (you'll need to travel to the hearing in person).

Continue

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Accessibility issues

If the user has selected to go to the hearing, ask the user if they have any accessibility needs. For example, if they are a wheelchair user or have mobility needs, they will need the hearing to be in an accessible building.

If they don't always understand the questions they are asked out loud in English, they may need an interpreter or sign language interpreter.

If they have a hearing aid, they will need a hearing loop.

If any of the above or similar apply, select yes.

Do you need any support for your hearing?

Support for your hearing can be arranged, such as an interpreter, hearing loop or disabled access. You **can't** bring your own interpreter to the hearing.

- ☐ Yes
- ☐ No

Continue

Support at the hearing

If the user will need support at the hearing, select what kind of support and add any further useful details – for example what language they need an interpreter in.

The user can request multiple types of support depending on their needs.

If they feel they could not access a video hearing without support (this type of support is not available from We Are Digital) then they should explain this in the box.

Support at the hearing

Click all the support you need at the hearing.

You **can't** bring your own interpreter to the hearing.

- ☐ Language interpreter
- ☐ Sign language interpreter
- ☐ Hearing loop
- ☐ Accessible hearing rooms
- ☒ Other support

Explain what other support you need at your appeal hearing

Continue

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Availability

If the user has medical treatment, a hospital stay, or a holiday booked you can tell HMCTS about that now so that the hearing will not be organised for that time.

The hearing might be up to six months away, so being busy in the next few weeks is unlikely to be a problem.

When the time comes, if the hearing is set for a date the user cannot attend, they can contact the tribunal centre and ask for another date. If they do this straight away it won't usually be a problem. They may have to explain why they can't go and should have a very good reason, like a hospital appointment.

If you need to tell HMCTS about a date they cannot attend they can do so on the next page. You can add single days or a range of dates.

Your availability for a hearing

Do you have any dates when you can't attend a hearing? For example, because you're going on holiday or have an appointment which can't be moved.

- ☐ I need to tell you about dates when I can't attend a hearing
- ☐ I will come to a hearing whenever you schedule it

Continue

Check your appeal

This is the final page. Check over all the information you have entered with the user.

At the bottom of the form they need to confirm that everything they have said on the form is true, to the best of their knowledge.

Instead of signing, you just type their name as confirmation.

If the user has supplied an email address, a copy will also be sent to their email. If they have registered a representative, a copy will be emailed to them as well.

Sign and submit

The information I have provided in this appeal is accurate, to the best of my knowledge.

I give permission to correspond with my named representative about my appeal (if you entered details of a representative).

I agree to the [terms and conditions](#) of using the 'Appeal a benefit decision' service.

Enter your name

This should be the person who is named on the appeal

Submit your appeal

► [Contact us for help](#)

Next steps after submitting the appeal

After submitting the appeal the user needs to begin to gather evidence to support their appeal.

For users seen face to face, please print off pages of the PDF of the relevant guide below to take with them today. They need all sections from 'What to prepare before the hearing' to the end of the guide. This explains what evidence is useful, how to get it, how family members and others can help, how to write a statement, and what will happen at the hearing, and afterwards.

They may also find the 'How to find an adviser' section helpful.

For [PIP appeals](#) For [DLA appeals](#)

For [ESA appeals](#) or [Universal Credit based on limited capability for work](#)

Please signpost users supported remotely to the relevant guide above. They can all be found at advicenow.org.uk/benefits

Please also remind the user that they can submit a statement, and any further evidence (and explain why it is useful) online, via the Manage your Appeal service. If they haven't signed up today they can call 0300 123 1142 and they will be sent a link.

If they want to send any evidence or a statement by post, print off a cover sheet from Manage Your Appeal (if they have an email address) for them to send with it to ensure it gets added to the correct case.

They can request another appointment for digital support to use the Manage Your Appeal service by calling **03300 16 00 51** or emailing support@we-are-digital.co.uk. It would be good to give them those details to take with them as well.

Document History

Version	Date	Author	Change Status
1.0	27 th January	Daniel McMahon	
1.1	28 th January	Daniel McMahon	National rollout dates updated (Divorce and OCMC)
1.2	11 th February	Daniel McMahon	SJS Training slides
1.3	22 nd March	Daniel McMahon	OCMC and Help with Fees service slides added and SSCS and SJS updated
1.4	11 th May	Daniel McMahon	Divorce and Probate services including with the submissions and payment sections
1.5	12 th May	Daniel McMahon	Payment model change – slide 168
1.6	12 th September	Daniel McMahon	Slide changes following client updates