

Partner Training – Immigration and Asylum Chamber (In-Country Only)



HM Courts &
Tribunals Service

IAC– Network Partner Training Guide

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01

What is an IAC appeal?



What is an IAC appeal?

An appeal is a way to challenge a Home Office refusal. It means asking a judge at a Tribunal to decide whether the Home Office made the correct decision.

An appeal from a Home Office decision is made to the First-tier Tribunal (Immigration and Asylum Chamber). We will refer to this as the Tribunal.

Appeals can now be submitted to the Tribunal online and the process can be managed online, up until the appeal hearing which is when the judge will consider the evidence and make a decision. Cases are decided by having an oral hearing or on the papers without a hearing.

If the appeal to the First-tier Tribunal is not successful then it may be possible to appeal further to the Upper Tribunal (Immigration and Asylum Chamber) and even further beyond that, but that is outside the scope of this training.

It's important to note there is still a paper option for appeals available.

Do not give immigration advice unless you are qualified to do so

You will be assisting the user with the procedural elements of the appeal, including submitting the appeal and the necessary steps to take before the hearing.

It is very important to be aware that only certain people are allowed to give immigration advice, for example solicitors, barristers, or those accredited under the Immigration Advisory Service (formerly OISC) accreditation scheme.

Giving advice if you are not appropriately qualified is a criminal offence, so it is crucial that you do not stray into giving advice.



**Immigration
Advice
Authority**

02

Potential service user vulnerabilities



Potential service user vulnerabilities

Disputes

Users will have been through a very difficult experience and are likely to be **feeling unhappy, worried and frustrated** about having to take a case to tribunal. They may know people with similar cases who have had a different outcome. Making it clear that you empathise with them (and recognise how frustrating it is for the individual) will help.

Stress

They may be feeling **stressed** and finding this legal process complicated. If the Home Office has said in the refusal letter that they do not believe the user is telling the truth (that they are not “credible”), or if they know other people in similar circumstances who have had a different outcome, then they may be feeling particularly unhappy or angry.

Asking if they have found it stressful, empathising, making them feel supported will help.

Time limits

There are time limits for starting a case at the immigration and asylum tribunal and if theirs is close this could increase their **stress**.

Making it clear that you understand and will support them to meet the deadline will help.

Fear of authorities

Those who are appealing an asylum decision are likely to have a fear of authorities and engaging with the Home Office may be difficult for them.

It is common for there to be confusion about who is part of the Home Office.

Explain to them that you are independent and are there to help them with the online appeal process. Tell them that the Tribunal has independent judges and is not part of the Home Office.

Potential service user vulnerabilities

Digital exclusion

Those who are living in asylum accommodation may not have access to an internet enabled device and connectivity, and they may not be able to afford data. This will make accessing the online process more difficult and they may require ongoing support as the appeal progresses.

Language and educational barriers

A user's first language may not be English and they may need the help of an interpreter

They may also have a low level of education, which may impact their ability to complete the application for example: Reading and write confidently or doing basic mathematics.

Additional care will need to be taken to ensure that they know what is happening.

Wait times

Users are likely to want to reach a resolution as quickly as possible, so are likely to show **impatience or anxiety** about waiting for a hearing.

Tell them that you acknowledge their frustration. Particularly where they have also had to wait for a long time for the decision from the Home Office and they are living in difficult circumstances. This can also be an opportunity for users to use the waiting time to organise their argument and evidence.

We Are Group can also book an interpreter for the session to support.

03

Supporting users to appeal a Home Office decision



Supporting users to appeal a Home Office decision to the IAC

Not everyone who receives a refusal letter from the Home Office will have the right to appeal that decision. The decision letter from the Home Office should say whether the person has the right to appeal the refusal.

Not everyone who can appeal is able to use the online appeals process. For example, people who are in detention in an immigration removal centre cannot submit an appeal online and will need to complete a paper form. People who are in prison can complete a different online form that is not currently supported with digital support.

[< Back](#)

You cannot currently use the service

You cannot use this service because you are in detention.

If you are in an immigration removal centre, you can [use form IAFI-DIA](#) to appeal by post or fax.

If you are in a prison, you can [use the current online service](#) to appeal online or [use form IAFI-5](#) to appeal by post or fax.

More information

[Find out more about appealing an immigration or asylum decision](#)

What users should bring to the appointment

What to bring to the appointment and how to prepare

If supporting a user face to face (which most cases will be) they should be asked to bring:

- A copy of the Home Office decision letter
- Evidence of their finances, for example an asylum support letter, if they cannot afford to pay the appeal fee (where one is due for use with the Help with Fees application)
- If the appeal is late (more on this later), then they should bring any evidence explaining the reasons for the delay

Remember as a partner you cannot fill out a form by proxy for IAC Cases.

04

Set up Immigration and Asylum Chamber (IAC) account



Setting up the IAC account

The first step is to set up an online account. The user will need to have an email address, and they will need to have access to the email account (incoming emails) during the appointment. 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.

This is because once the account has been created, a verification email will be sent to the relevant email address, and the link in that email will need to be clicked in order to proceed setting up the account.

Click on the link to confirm your email address and finish creating your account. This link will only work once.

[Confirm your email address](#)

From,
HM Courts & Tribunals Service

After email verification, you will also have to help them to set a password. Encourage them to pick a password that they will remember.

If support is being provided remotely, the user will need a device as the partner will not be able to know the password for data security.

Once this is done the account set up will be complete and you can help them lodge the appeal.

05

Appeal and decision type details



Tell the IAC about your appeal

Next, the user will need to choose what type of decision they are appealing. The options are listed to the right.

A “Protection” appeal is where a person’s asylum or humanitarian protection claim has been refused. The refusal letter may also refer to human rights claims being refused but the main claim will have been the asylum one, so this is the option to choose here.

Note that there are two different types of appeals for EEA nationals/their family members, if they have a right of appeal relating to a decision made under the EU Settlement Scheme then they should choose the bottom option. This is likely to be more commonly used than the other EEA national option.

What is your appeal type?

Select one appeal type. If you are unsure, the first page of your decision letter should include the type of decision you are appealing.

If you think more than one appeal type applies to your appeal, you will have the chance to tell us about that later.

- ☐ Protection (You will be persecuted or harmed in some way if you are returned to your home country)
▶ [Reasons to select Protection](#)
- ☐ Human Rights (You have a family and/or private life in the UK, or a serious medical condition)
▶ [Reasons to select Human Rights](#)
- ☐ European Economic Area (EEA) (You are, or a family member is, an EEA/Swiss national)
▶ [Reasons to select European Economic Area](#)
- ☐ Revocation of Protection Status (Your protection status was taken away)
▶ [Reasons to select Revocation of Protection Status](#)
- ☐ Deprivation of Citizenship (Your British citizenship was taken away)
▶ [Reasons to select Deprivation of Citizenship](#)
- ☐ EU Settlement Scheme (You have been refused an application under the EUSS, or a decision made under the EUSS has later been changed or cancelled)
▶ [Reasons to select EU Settlement Scheme](#)

Enter the Home Office reference

Next, the Home Office reference number needs to be entered. This will be on the decision letter.

What is your Home Office reference number?

How to find your Office reference number

- Your Home Office reference number is usually on the first page of your Home Office decision letter
- It is usually either 9 numbers or 16 numbers with dashes, for example 123456789 or 1234-1234-1234-1234
- If your letter includes a reference with 8 numbers, like 98765432, add 0 to the start and enter that number, for example 098765432
- **Do not** enter any reference that includes a letter, for example A246893521

Call the Home Office on **+44 (0)161 877 5919** (9am-3pm, Monday to Friday) if you cannot find the correct number.

Enter your Home Office reference number

What is the date of the decision under challenge?

There is a deadline to submit an appeal to the tribunal. This is 14 calendar (not working) days from the date the decision was sent. This is why the form asks for the date of the Home Office's decision.

If the deadline has passed, then it is still possible to submit the appeal, but an explanation will need to be given explaining why the appeal is late. This is done on a later screen.

Please note that the decision letter will need to be uploaded on the next screen.

What date was your decision letter sent?

If you got your decision by email

Enter the date the email was sent by the Home Office.

If you got your decision by post

Enter the date stamped on the front of the envelope. If you don't have the envelope, enter the date on the first page of the decision letter.

Enter the date the letter was sent

For example, 31 3 2019

Day	Month	Year

User's personal details

You then need to enter the user's personal details, i.e. their name, date of birth, and nationality. If the user does not have a nationality, then the box for statelessness should be ticked.

The user will also need to give their address. If they move while the appeal is ongoing then they must notify the tribunal of this via the online portal. They will need to do this even if they are in accommodation provided by the Home Office.

The user will also be asked whether they want to be contacted by phone or email. It is generally advisable that they are contacted by email, particularly where there are language difficulties and they need assistance from another person, however it is very important that they ensure that emails from the tribunal are not missed.

< [Back](#)

What is your date of birth?

For example, 31 3 1980

Day Month Year

[Save and continue](#) [Save for later](#)

[▶ Contact us for help](#)

Oral hearing or on the papers?

The user will be asked if they want their case decided by having an oral hearing or on the papers without a hearing. By having an oral hearing, a user has the opportunity to tell their story to the judge and respond to any questions they have - this may help them to explain their appeal more clearly. According to Free Movement (2020, [Link](#)) Appeals with oral hearings are more frequently successful for the applicant.

There is usually also someone from the Home Office at the oral hearing who will also ask questions of the user and their witnesses (if any).

There are different costs associated with having an oral hearing ([Check Here](#)) and a hearing on the papers ([Check Here](#)). However, many people will not need to pay a fee at all, depending on their financial circumstances.

HM Courts & Tribunals Service | **Appeal an immigration or asylum decision** | Sign out

BETA This is a new service - your [feedback](#) will help us to improve it. (opens in a new window)

[< Back](#)

How do you want your appeal to be decided?

You can choose to have a judge decide your appeal with or without a hearing. You may be able to get help to pay the fee.

If you choose with a hearing

A judge will decide your appeal at a hearing that you can attend. The hearing is an opportunity to tell a judge why you think the Home Office was wrong to refuse your immigration or asylum claim. If you have to pay, the fee is £140.

If you choose without a hearing

A judge will decide your appeal by only looking at the information and evidence you send the Tribunal. If you have to pay, the fee is £80.

Select an option

☒ I want the appeal to be decided with a hearing

☐ I want the appeal to be decided without a hearing

[Save and continue](#) [Save for later](#)

[▶ Contact us for help](#)

06

**Make payment
– possible Help
with Fees
application**



Paying the appeal fee

The appellant will be asked whether they want to pay the fee now or pay later. If the user is not exempt and cannot apply for Help with Fees then they will need to pay the fee. If they cannot do this today and need more time, then choose pay later so that the appeal can be submitted in the meantime, otherwise there is a risk that the deadline could be missed.

If the appellant is able to pay the appeal fees and is not eligible for an exemption then they will need to enter their card payment details.

1. Protection

- Don't have to pay upfront, not paying won't stop the appeal progressing

2. Revocation of Protection and Deprivation of Citizenship

- Do not have a fee at all

3. Human Rights, European Economic Area or EU Settlement Scheme

- Do have a fee which has to be paid before appeal can go any further than appeal submission

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Do you have to pay the fee?

The fee for this appeal is £140. You do not have to pay the fee if one of the following statements applies to you.

Select one

- ☐ I get asylum support from the Home Office
- ☐ I got a fee waiver from the Home Office for my application to stay in the UK
- ☐ I am under 18 and get housing or other support from the local authority
- ☐ I am the parent, guardian or sponsor of someone under 18 who gets housing or other support from the local authority

or

- ☐ None of these statements apply to me
You may still be able to get help to pay the fee

[Save and continue](#) [Save for later](#)

[▶ Contact us for help](#)

Those who do not need to pay the fee

Exemptions are available where:

- ✓ The user is in receipt of asylum support from the Home Office (the Home Office provides them with money and/or accommodation). Their asylum support reference, (available on their asylum support letter or by calling Migrant Help), will need to be added to the online form.
- ✓ They applied to the Home Office for a fee waiver when they made their application (this is only available for certain applications) and the fee waiver request was granted. The tribunal will confirm this directly with the Home Office and no evidence needs to be provided at this time.
- ✓ They are under 18 and get housing or other support from the local authority. A letter from the local authority confirming this support will need to be uploaded.
- ✓ The user is the parent, guardian or sponsor of a child under 18 who gets housing or other support from the local authority. A letter from the local authority confirming this support will need to be uploaded.

Otherwise, the user may be able to apply for Help with Fees if they cannot afford to pay.

The screenshot shows a web form titled 'Appeal an immigration or asylum decision' from the HM Courts & Tribunals Service. It includes a 'Sign out' link in the top right. A blue banner at the top left says 'BETA' and contains the text 'This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)'. Below this is a '< Back' link. The main heading is 'Do you have to pay the fee?'. The text below states: 'The fee for this appeal is £140. You do not have to pay the fee if one of the following statements applies to you.' Underneath is the instruction 'Select one' followed by four radio button options: 'I get asylum support from the Home Office', 'I got a fee waiver from the Home Office for my application to stay in the UK', 'I am under 18 and get housing or other support from the local authority', and 'I am the parent, guardian or sponsor of someone under 18 who gets housing or other support from the local authority'. Below these is the word 'or' and a fifth radio button option: 'None of these statements apply to me'. A note below the last option says 'You may still be able to get help to pay the fee'. At the bottom are two buttons: 'Save and continue' (green) and 'Save for later' (grey). A blue link '> Contact us for help' is at the very bottom.

Help with fees – how to apply

Support the user to see if they are entitled to [Help with fees](#) and apply online (see [separate training here](#) for details of what they will need to bring to the appointment).

Once they have made the application for Help with Fees, they can proceed to lodge the appeal by entering the reference number from that application.

It is important not to wait for the Help with Fees decision before lodging the appeal because of the time limit. However, the appeal will not be progressed until the Help with Fees application has been decided and either granted or, if refused or partially granted, once the applicant has paid the required fee.

If the fee is not paid, then the appeal will be struck out. This means that the tribunal will stop the appeal completely and the user cannot continue with the appeal.

HM Courts & Tribunals Service **Appeal an immigration or asylum decision**

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Apply for help with fees

Follow these steps to submit a help with fees application along with this appeal.

1. Go to [apply for help with fees \(opens in a new tab\)](#)
2. When you are asked to enter a court or tribunal form number, enter IAFT-1
3. Make a note of the help with fees reference number you get when you complete your help with fees application
4. Return to this service and go to the 'Help with paying the fee' page
5. Select 'I have already applied for help with fees' and enter your help with fees reference number

[Continue](#) [Save for later](#)

07 Finish submitting appeal



Explanation for late appeals

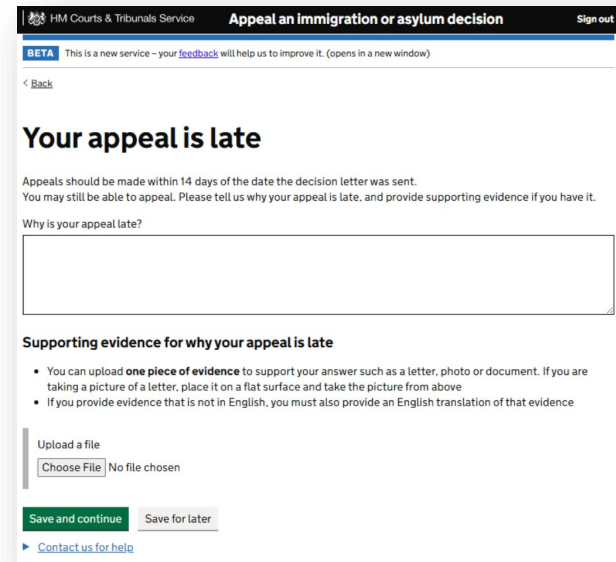
After the payment stage, if the appeal has been submitted after the 14 day deadline, you will then be asked to explain why the appeal is late. Support the user to provide an explanation.

Ask the user if there are any other reasons for the delay. Examples of other common reasons might be:

- their health issues, or personal circumstances prevented them from doing it sooner
- they did not receive the decision letter until close to or after the deadline, for example because the Home Office sent it to the wrong address or the letter was not actually sent on the same date that is on the letter

If there is any evidence to support the reasons the appeal has been submitted late then this should also be provided, but the priority is to submit the appeal as soon as possible. You should not delay submitting the appeal to gather evidence.

A tribunal caseworker will then decide whether to accept the appeal late.



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Your appeal is late

Appeals should be made within 14 days of the date the decision letter was sent.
You may still be able to appeal. Please tell us why your appeal is late, and provide supporting evidence if you have it.

Why is your appeal late?

Supporting evidence for why your appeal is late

- You can upload **one piece of evidence** to support your answer such as a letter, photo or document. If you are taking a picture of a letter, place it on a flat surface and take the picture from above
- If you provide evidence that is not in English, you must also provide an English translation of that evidence

Upload a file
[Choose File](#) No file chosen

[Save and continue](#) [Save for later](#)

[▶ Contact us for help](#)

Appeal details

You will then be able to check the details entered so far with the user to ensure that they are all correct. Once this is done, they can click the statement of truth at the bottom of the page and submit the appeal. It is important that the user understands and confirms the contents of the appeal before ticking the statement of truth.

 HM Courts & Tribunals Service

Appeal an immigration or asylum decision

Sign out

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Check your answers

In the UK	Yes	Change
Appeal type	Protection	Change
Home Office reference number	098765432	Change
Date letter sent	7 February 2025	Change
Address	FRIARS HOUSE, MANOR HOUSE DRIVE COVENTRY CV1 2TE	Change
Contact details	experience@wearegroup.com	Change
Home Office decision letter	page_0_img_11.png	Change
Deportation order	Deportation order has been made	Change
Name	Stan Example	Change
Date of birth	1 January 1966	Change
Nationality	Stateless	Change
Decision type	Decision with a hearing	Change
Payment type	Pay later	Change
Fee statement	None of these statements apply to me	Change
Help with fees	I want to pay for the appeal now	Change

Statement of truth

☐ I believe the information I have given is true

Submit

[Contact us for help](#)

Appeal submitted

The appeal has now been submitted. Make a note of the appeal reference number. You must print a copy of the confirmation page and give this to the user, and/or email them a PDF copy so that there is a record of what has been submitted in case of any issues.

If the appeal has been submitted late then the next stage is that a tribunal caseworker will make a decision on whether the tribunal can still hear the appeal. If the late appeal is not accepted by the tribunal caseworker, it is possible to ask that a judge considers whether that decision was correct or whether the appeal can still be heard by the tribunal.

If the appeal was submitted on time, then the tribunal caseworker will be in touch with next steps. There is nothing else to do at this stage although the user may want to start preparing their evidence (see more later).

Stan Example

Appeal reference: PA/50011/2025



Nothing to do next

Your appeal details have been sent to the Tribunal.

A Tribunal Caseworker will contact you to tell you what happens next. This should be by **12 February 2025** but it might take longer than that.

Helpful Information

[What is a Tribunal Caseworker?](#)

Completed

Your appeal details



07 February 2025 - You sent your appeal details to the Tribunal.

What you sent

[Your appeal details](#)

Helpful information

[What is a Tribunal Caseworker?](#)

Other available actions in the online portal

The online portal is also used to notify the tribunal of any changes including:

- to tell the tribunal if the user finds a lawyer to help them with their appeal
- pay for the appeal if this has not yet been done and is required
- withdraw the appeal if the user no longer wants to continue, for example if they get permission to stay in the UK on another basis and so do not need to appeal this refusal any more
- change some of the user's personal details
- change the type of decision requested, for example from a decision on the papers to an oral hearing
- ask a judge to review a decision made by a tribunal caseworker, for example if they refuse to grant an extension of time to do something, or they refuse to accept a late appeal
- ask to join the user's appeal with another appeal, for example a family member who is also appealing a refusal where their claim was based on the same reason and facts as the user. The user will need to have checked with the other person to make sure they agree with the appeals being linked, and they should also submit the request via their appeal.

Changing Representation

[I am no longer representing myself](#)

I want to...

[Pay for this appeal](#)

[Withdraw my appeal](#)

Appeal requests

[Ask to change some of your details](#)

[Ask to link or unlink with another appeal](#)

[Ask for a judge to review a decision by a Tribunal Caseworker](#)

[Ask to change hearing type](#)

[Ask for something else](#)

08

Enter appeal argument



Appeal argument

Next, the user will receive a notification from a tribunal caseworker stating that the appeal can proceed. The user now has 28 days to provide the details of why they are appealing the Home Office's decision. Additional time can be requested if needed, this will be addressed on the next slide.

It is necessary to explain why the user thinks the Home Office's decision is wrong, for example if they did not accept the evidence of a family relationship but the evidence showed that the relationship did exist. Or they did not believe that the person was telling the truth (that they were "credible"), but there is medical evidence to support the fact that the user has problems with their memory, for example, because of trauma. Or if they said that the country (or part of it) is actually safe for the person to return to but there is evidence (such as country reports or news articles) that show this is incorrect.

If supporting evidence is available it is really important to provide as much of it as possible, as the Home Office will reconsider the decision after this stage and may withdraw the decision if they accept that the decision was incorrect.

For more on evidence, see the [Right to Remain toolkit](#).

Why do you think the Home Office decision is wrong?

It will be helpful to look at your [Home Office documents](#). They include your decision letter and other information about your case.

Tell us why you think the Home Office decision is wrong

How to answer this question

- Carefully read your Home Office decision letter
- Try to understand the parts of your claim the Home Office disagrees with
- Respond to the things the Home Office disagrees with
- Tell us about anything **new** that will affect your case since you made your claim
- Include supporting evidence where you can. **You can do this on the next page**

Need more time?

- [Save your answer and ask for more time](#)

Asking for more time

When there is a deadline for an action to be taken, the user may be given the option to ask for more time. Time extensions are never guaranteed and the user should always meet the given deadline if possible.

However, if this is not possible then the “Ask for more time” option should be chosen where it is available. There will be an option for the users to upload supporting evidence where they have this, for example a doctor’s letter.

After the request has been submitted, a tribunal caseworker will consider it and then provide a response either granting or refusing the request.

If it is possible to provide the information requested before the decision has been made on the time extension request, then this should be done.

[◀ Back](#)

Ask for more time

You must tell us how much time you need and why you need it. You should provide supporting evidence for your answer if you have any.

You might not get more time. You should still respond to the Tribunal by the date you were given if you can.

How much time do you need and why do you need it?

Supporting evidence for why you need more time

- You will be able to add supporting evidence for your answer on the next page if you want to.

[Continue](#)

[Cancel](#)

[▶ Contact us for help](#)

09 Read notifications and answer clarifying questions



Is more information needed?

After the appeal argument details have been submitted, a tribunal caseworker will look at it. The response provided will then either be sent to the Home Office for consideration, or the tribunal caseworker will ask for more information from the user.

The tribunal caseworker will explain what further information is needed and those questions will need to be answered, and any supporting evidence submitted. If further time is needed then this should be asked for, although it is important to meet the deadlines wherever possible.

The screenshot shows a web form titled 'Appeal an immigration or asylum decision' from the HM Courts & Tribunals Service. At the top, there is a 'Sign out' link. Below the title, a blue banner indicates 'BETA' and states: 'This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)'. A 'Back' link is visible. The main section is 'Question 1' with the heading 'Tell us more about your children'. The instruction says: 'You said you had three children in your appeal. Please can you give us some more information about them:'. There are three bullet points: '*What are their names?', '*What are their ages?', and '*How long have they lived in the UK?'. Below these is a text input area labeled 'Answer question 1'. At the bottom, there is a 'Supporting evidence' section stating: 'You will be able to add supporting evidence on the next page if you want to.' and a 'Need more time?' section with a link: '* [Save your answer and ask for more time](#)'. At the very bottom are two buttons: 'Save and continue' (green) and 'Save for later' (grey).

10

Home Office response



Home Office response

When the appeal has been sent to the Home Office for consideration, the tribunal caseworker will send the user a notification by email and text (if a mobile number was provided).

The Home Office will then consider the appeal argument and evidence that has been submitted. After doing this, the Home Office might decide to withdraw the refusal decision. If they do this then the user will be notified that the Home Office has made an “application to withdraw” and reasons for that decision will be given in the online appeal account. The user should read this to understand why the Home Office is withdrawing. The tribunal will then end the appeal. Withdrawal of the decision does not necessarily mean that the application will then be granted, it is possible that the Home Office could issue a new refusal.

The Home Office may decide to continue with the appeal. They may issue a new refusal letter with different reasons. If this is done, then the new decision will need to be considered and responded to by the user.

Pablo Jimenez

Appeal reference: A1289034



Do this next

The Home Office has reviewed your appeal and decided to continue. Read the [Home Office review](#).

If you want to respond, you can [provide more evidence](#) at any time.

Your appeal is going to a hearing. The Tribunal will contact you by **10 May 2021** to ask if there is anything you will need at the hearing.

Helpful information

[What happens if the Home Office continues](#)

[What to expect at a hearing](#)

Contact us for help

Ask a question or get help in your language.

Telephone
0300 123 1711

Monday to Friday, 8:30am to 5pm
[Find out about call charges](#)
(opens in a new window)

Email
contactia@justice.gov.uk

We aim to get back to you within 5 days.

11

Submit hearing
requirements/
access hearing
notice



Hearing requirements – witnesses?

Not everyone will have witnesses so users should be reassured that it can be the case that the user is the only witness. Other witnesses can be anyone who can confirm parts of the user's story because of their own knowledge and experience.

You will need to tell the tribunal if there are any dates that the user or their witnesses cannot do, to avoid the hearing being set for those dates. The user will need to give the dates and also explain to the tribunal why it is not possible to attend the hearing on that date (or dates).

The screenshot shows a web form titled 'HM Courts & Tribunals Service' and 'Appeal an immigration or asylum decision'. The page has a 'Sign out' link in the top right. Below the title bar, there is a 'Back' link. The main heading is 'Tell us what you will need at the hearing'. The form is divided into five numbered sections, each with a heading and a text input field:

- 1. Witnesses**
[Will any witnesses come to the hearing?](#)
- 2. Access needs**
Will you or any witnesses need an interpreter, step-free access or a hearing loop at the hearing?
- 3. Other needs**
Will you need anything else at the hearing?
- 4. Dates to avoid**
Are there any dates you or any witnesses cannot go to the hearing?
- 5. Check and send**
Check and send your answers

Hearing requirements – interpreter?

Even if the user speaks some English, if they are not confident, they should request an interpreter for the hearing.

This will help ensure that there are no misunderstandings and that they can follow what is happening during the hearing.

The screenshot shows a web form from the HM Courts & Tribunals Service. The header includes the service name and a 'Sign out' link. Below the header, a 'BETA' banner states: 'This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)'. A 'Back' link is visible. The main section is titled 'Add language details'. It instructs the user to 'Add details of each language you or any witnesses will need an interpreter for at the hearing.' There is a 'Language' dropdown menu with 'Select language' as the placeholder. Below this is a 'Dialect (optional)' section with a text input field and a note: 'A dialect is a form of a language spoken in a part of a country or by groups of people in a country.' At the bottom of the form are three buttons: 'Add another language' (grey), 'Save and continue' (green), and 'Save for later' (grey). A 'Contact us for help' link is located at the very bottom.

Hearing requirements – other access needs?

The tribunal can arrange it so that the hearing room is somewhere that can be accessed by a person who cannot manage steps. If this is needed, then you need to explain this now so that arrangements can be made.

Does the user or any witnesses have hearing problems that require a hearing loop?

Are there any other access needs?

The screenshot shows a web form titled 'Appeal an immigration or asylum decision' from the HM Courts & Tribunals Service. At the top, there is a 'Sign out' link. Below the title, a 'BETA' banner states: 'This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)'. A 'Back' link is visible. The main heading is 'Will you or any witnesses need step-free access?'. Below this, a note says: 'If you or any witnesses are in a wheelchair or have any other mobility issues, we will provide step-free access at the hearing.' There are two radio button options: 'Yes' and 'No'. At the bottom, there are two buttons: 'Save and continue' (green) and 'Save for later' (grey). A link for 'Contact us for help' is also present.

HM Courts & Tribunals Service **Appeal an immigration or asylum decision** [Sign out](#)

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

[Back](#)

Will you or any witnesses need step-free access?

If you or any witnesses are in a wheelchair or have any other mobility issues, we will provide step-free access at the hearing.

☐ Yes ☐ No

[Save and continue](#) [Save for later](#)

[Contact us for help](#)

Hearing requirements – any other needs?

Will the user need an all male or all female hearing? If they have been subject to gender based violence such as rape in the past, they may be unable to talk about their experiences in front of a person of the same gender as the perpetrator. They will need to explain the reasons to the tribunal if they do make this request.

Will the user need a private hearing? It is important to find out if the user wants their details anonymised, so that the details of their claim will remain a secret. This is quite common in asylum claims where the person fears someone from their country might find out details of their case. They will need to explain the reasons to the tribunal if they do make this request.

Has the user had experiences in the past that may affect them at the hearing, for example if they have been subject to torture, trafficking, or physical or sexual abuse, which they may find difficult to talk about at the hearing without getting very upset.

Are there any other physical or mental conditions that may affect the user at the hearing, for example if they have difficulty in remembering things because of a mental health condition then they should provide evidence of this to the tribunal.

Is there anything else the user needs at the hearing?

Hearing requirements – next steps

After you have submitted the hearing requirements, a tribunal caseworker will look at what the user has asked for in this section.

Reasonable adjustments will usually be provided by the tribunal – examples include step-free access and a hearing loop. On rare occasions some requests will be considered but may not be granted.

The tribunal caseworker will then contact the user with a hearing date. This is usually within two weeks but may take longer.

The screenshot shows the 'Appeal an immigration or asylum decision' page for Pablo Jimenez, with appeal reference A1289034. The page is marked as 'BETA' and includes a feedback link. A progress bar at the top shows four steps: 'Your appeal details' (completed), 'Your appeal argument' (completed), 'Your hearing details' (current step), and 'Your appeal decision' (pending). The 'Read me' section contains a message about a booked hearing date of 04 June 2019 at 10am at Taylor House, along with links for 'Notice of Hearing' and 'What to expect at a hearing'. On the right, there are links for 'Provide more information', 'Withdraw my appeal', and 'Contact us for help'.

HM Courts & Tribunals Service | **Appeal an immigration or asylum decision** | [Sign out](#)

BETA This is a new service – your [feedback](#) will help us to improve it. (opens in a new window)

Pablo Jimenez
Appeal reference: A1289034

Not MVP

I want to...
[Provide more information](#)
[Withdraw my appeal](#)

Contact us for help
Ask a question or get help in your language.
Telephone: 0300 123 1171
Email: customer.service@justice.gov.uk
Monday to Friday, 8:30am to 5pm
[Find out about call charges](#) (opens in a new window)

Read me

A date has been booked for your hearing. Here are the details:

Date: 04 June 2019
Time: 10am
Venue: Taylor House

Your Notice of Hearing is now available to view. It includes more information about the court hearing, including the hearing centre address.

Useful documents
[Notice of Hearing](#)

Helpful information
[What to expect at a hearing](#)

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Access to the digital bundle for hearing



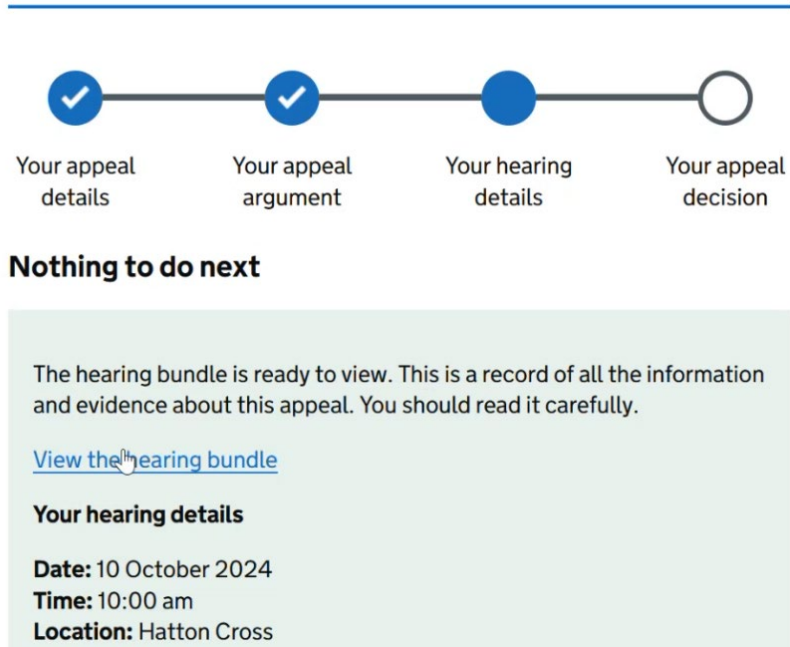
The hearing bundle

The 'hearing bundle' is all the papers and evidence that will be used at the hearing.

The tribunal will create a bundle from the evidence provided by the user and the Home Office.

That bundle will have page numbers and will be used at the tribunal hearing.

A copy should be printed off for the user.



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Hearing outcome/ appeal decision



Hearing outcome

There is no set deadline for when the judge will reach a decision on the appeal and send their decision, but this will usually happen within a few weeks of the hearing. If it takes longer this does not indicate a positive or negative outcome - it might just mean that the case is very complex or that the judge is busy.

If the appeal is allowed (which means that the user's application was successful), the next step will be either

- the Home Office appeals the decision.
- the Home Office will proceed to grant immigration status - this will usually take a few weeks

If the appeal is dismissed, it is possible to ask the First-tier Tribunal for permission to appeal to the Upper Tribunal.

Pablo Jimenez

Appeal reference: A1289034



Read me

A Judge has decided your appeal.

Your appeal has been allowed

Useful documents

[Decisions and Reasons document](#)

Helpful information

[What happens after a hearing](#)



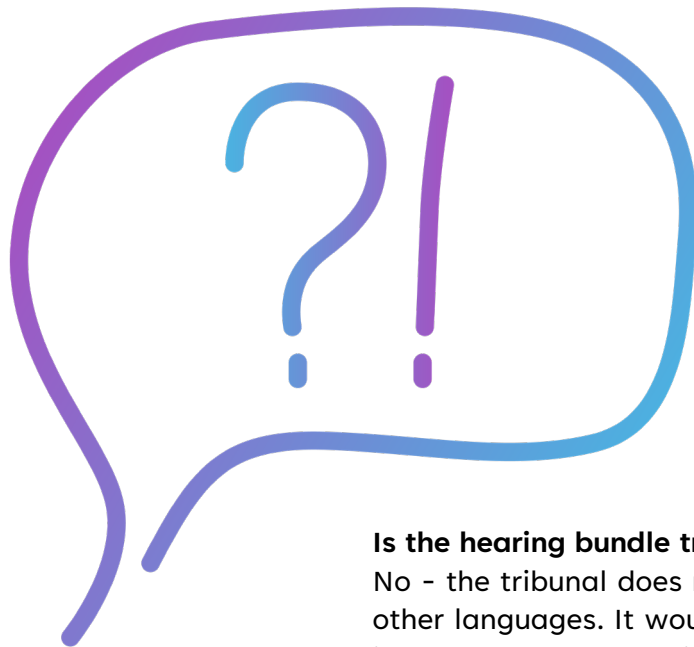
Other help

Be aware that the user may need further help and information

The [Right to remain toolkit](#) is really helpful. All information can be translated on the page before you print it out. You may need to print the section on appeals and evidence to support the user.

[HMCTS also have a guide](#) about what happens before, during and after the hearing.

Any questions?



Is the hearing bundle translated?

No - the tribunal does not translate the bundle into other languages. It would need to be dealt with by the interpreter at the hearing, but most documents would have been seen in advance of the hearing and gone through with an interpreter then.

Thank you!