

## Your rights

You have the right to ask for an independent review of the decision on your social fund application if that decision has been looked at again by the Social Security Agency and you are still not satisfied with it.

An independent social fund inspector will carry out the review. The inspectors are not part of the Department for Social Development or the Social Security Agency.

## What the inspectors can review

Social fund inspectors can review decisions about:

- community care grants;
- budgeting loans;
- crisis loans; and
- overpayments from the social fund

## How and when to ask for a review

You should apply for a review within 28 days of the decision by the Social Security Agency. The inspector can give you more time if there are special reasons.

To ask for a review, either fill in the OSFC1 form issued with the Agency's decision or write a letter saying that you want an independent inspector to review the decision. Also say why you want a review. Sign your request and send it to the address on the "contact us" section of this leaflet.

The review is by post and is quick and easy.

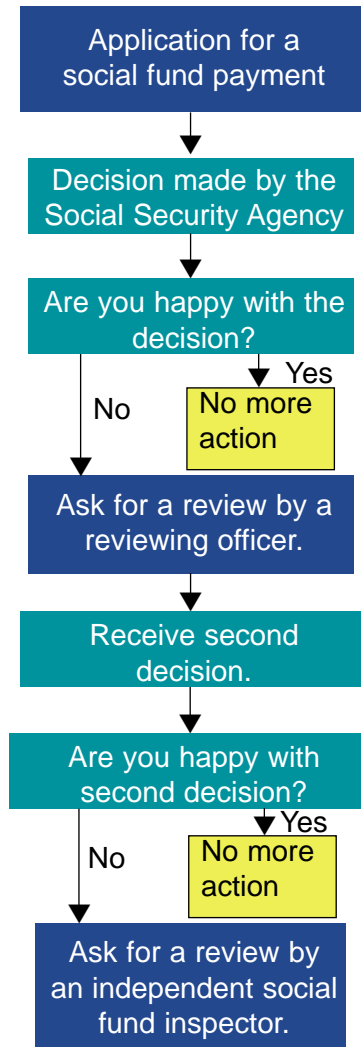
- We deal with most urgent cases within 12 working days or less.
- We deal with urgent crisis loans within 24 hours or less.

The review is often successful.

- Last year we changed almost half of the community care grant decisions we received, and about a quarter of crisis loans decisions.

The inspector will change a decision if it is wrong, will confirm it if it is right, and in rare cases will ask the reviewing officer to look at your case again.

## The review process



**Why not ask for an inspector's review - it could be to your advantage!**



## Contact us

If you need to contact us, you can do so in the following ways.

**Address:** Scottish Amicable Building  
11 Donegall Square South  
Belfast  
BT1 5JE

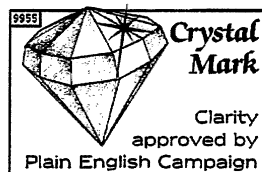
**Phone:** 028 9024 7202

**Freephone:** 0808 127 0417

**Fax:** 028 9023 0921

**E-mail:** [sfc@osfnci.org.uk](mailto:sfc@osfnci.org.uk)

We can take calls in languages other than English using language line.



[www.osfnci.org.uk](http://www.osfnci.org.uk)



INVESTOR IN PEOPLE

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## Office of the Social Fund Commissioner



## Information

about independent  
social fund reviews

OSFC6