

Please tell us why you disagree with the decision made by Jobcentre Plus.

Your Signature:

Date:

You do not need a stamp to send this tear-off slip to us. Please put it in an envelope and send it to INDEPENDENT REVIEW SERVICE, FREEPOST

What the Inspector does:

- Once Jobcentre Plus has made two decisions, the Inspector can look at your application.
- As soon as we receive your signed tear-off slip we will ask your Jobcentre Plus office for your personal application papers.
- When we receive your papers the Inspector will normally write to you. The Inspector's letter will set out the important points in your case and give you the chance to take part in the review.
- The Inspector will then look carefully at all the important information in your application to make the right decision.
- The Inspector will send you a letter explaining the outcome of the decision and the reasons for it.
- The Inspector will also send this letter to your Jobcentre Plus office. If the Inspector awards you a grant or a loan, Jobcentre Plus will pay you the money.



**INDEPENDENT REVIEW SERVICE,
FREEPOST**

Freephone: 0800 096 1926 Email: sfc@irs-review.org.uk

Website: www.irs-review.org.uk Textphone: 0800 096 1929



Our Privacy policy explains how we use the information you give us.

This is available on request or on our website at www.irs-review.org.uk.

**Did you get
what you
wanted?**



irs

Independent Review Service
for the Social Fund

Why not let an Inspector take a fresh look at your Social Fund application?

You have nothing to lose

On average we change more than half of the decisions that we look at. So while we cannot guarantee you a payment you can see that reviews are often successful. All you need to do is fill in the simple tear-off slip on this leaflet, send it to us and we will do the rest.

We are independent and fair

Our skilled Inspectors are experts in the Social Fund. They will tell you whether or not Jobcentre Plus got your decision right.

We are completely separate from Jobcentre Plus and the Inspector's decision is final. Jobcentre Plus must follow the Inspector's decision.



We are quick and easy to use

Once we get your papers from your Jobcentre Plus office the whole process should normally take no more than 12 working days for most applications, and no more than 24 hours if your application is for urgent living expenses.



So what do I do next?

Just follow these easy steps:

Step 1

Complete the tear-off slip on this leaflet straightaway. Don't forget to sign it.

Step 2

Do not delay! Post the tear-off slip to us at the Independent Review Service. You don't need a stamp. Just write this address on your envelope:
**INDEPENDENT REVIEW SERVICE,
FREEPOST**

We need your request to be in writing. But if you need help or advice about our services or if you need this leaflet in a different language or format, then please telephone our Customer Service Team on **0800 096 1926**. (Free from a landline but mobile telephone charges may apply).



Please fill in this tear-off slip to apply for an independent review.

We need your details:

Your full name
Your national insurance number
An address and telephone number for contacting you:

Postcode Tel No

What do you want us to look at?

Did you apply for a grant, budgeting loan or crisis loan?
What things did you apply for?

Do you have someone helping you with your case?

Yes No
Please tell us if you want us to send your papers to you or the person helping you:
Me The person helping me
Please give the name and address of the person helping you if you want us to write to them:

Name
Address

Postcode Tel No

