

IRS1B

“The information was very caring and considerate...
It made a refreshing change to speak to people who
seem to go that extra mile”

Mr N, 41, London

“I’m really grateful that you listened to me and
looked at my claim again”

Mrs S, 32, Fife

“I’m so grateful as I couldn’t get help from
anywhere else”

Miss K, 41, Hull

“I am grateful, now I can use the money to buy the
things I have been desperate for”

Miss M, 28, Cheshire

“Even though I was not accepted I feel it is a
good service that is needed”

Mr P, 40, Liverpool

*The Inspectors at the Independent Review Service
are independent and are experts in Social Fund law.*

*The independent review process is quick and easy -
find out more inside*



INVESTOR IN PEOPLE

irs

Independent Review Service
for the Social Fund

**Unhappy with your Social Fund
Grant or Loan Decision?**



**INDEPENDENT REVIEW SERVICE
FREEPOST**

freephone: 0800 096 1926
email: sfc@irs-review.org.uk
website: www.irs-review.org.uk
textphone: 0800 096 1929

**Apply direct for a review to:
INDEPENDENT REVIEW SERVICE
FREEPOST**

What do I do next?

Just follow these two easy steps

Step 1

Fill in the tear-off slip on this leaflet or if you prefer, write a letter to us asking for a review.

Step 2

Send the tear-off slip or your letter to us at the IRS. You don't need a stamp. Just write this address on the envelope:

INDEPENDENT REVIEW SERVICE, FREEPOST

What happens next?

We will ask Jobcentre Plus to send us your papers. When we have your papers the Inspector will 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 your review.

After getting your reply the Inspector will look at your case again. The Inspector will change the decision if it is wrong or confirm it if it is right, and tell you the reasons for the decision. This whole process should take no longer than 12 working days once we get your papers.

What if I need an urgent Crisis Loan?

As you need a decision quickly the Inspector will not normally write to you. The Inspector will make the decision within 24 hours of getting your papers from Jobcentre Plus.

What if I need extra help?

If you have difficulty seeing or hearing or if English is not your first language, we can provide an alternative service to help meet your needs. Please ask us for details.

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

Your full name

Your National Insurance number

An address and telephone number for contacting you

Postcode Tel no.

Have you asked for a grant? Or a loan?

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.

Please turn over

Please tell us why you are unhappy with the decision

Your signature

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 to INDEPENDENT REVIEW SERVICE, FREEPOST.