

Changes to our leaflet from 27th June 2011



If you ask for an Inspectors review of your grant or loan application, then it needs to be in writing. You can send us a letter if you want, or you could use our leaflet, which is sent with all 2nd stage decisions made by Jobcentre Plus.

We have made some improvements to the leaflet to better reflect recent changes in the way Inspectors approach casework. In particular, the leaflet makes our customers aware that if the case papers sent by Jobcentre Plus already contain all of the information necessary, then the Inspector may make a decision without obtaining any further information. Where crucial information is still needed then the Inspector will of course write or telephone to make enquiries before making their decision.

We have also made the part of our leaflet that deals with representation clearer. It is very important that someone has the opportunity to nominate a representative to help them with their case, if that is what they want. We recognise that representation varies. For example, some applicants nominate a close relative, whereas others nominate a solicitor, or a welfare rights worker. To make it clearer what level of involvement the applicant wants their representative to have, our leaflet now asks the following:

If someone is helping you with your case then please provide their details:

Their name

Their address and telephone number

Postcode Tel No

If we need to know more about you can we contact this person? (This includes sharing your personal information with them)

Yes No If "No" we will only contact you

And do you want us to send them a copy of your decision?

Yes No

These changes empower the applicant to tell us more clearly about how they want us to involve their representative. You can get copies of this new leaflet from our Business Team by emailing info@irs-review.org.uk, by telephoning 01216062168, or by downloading the leaflet from this website via the publications and leaflets page.