

The Inspector's Review

The Review Process

- Step 1** – Enclosed is a letter from the Inspector dealing with your case. It gives important information about your case. It also sets out the facts relating to those issues and any questions the Inspector has.
- Step 2** – You now have the opportunity to comment on your case and answer any questions raised. You can also give the Inspector any extra information that you think is important.
- Step 3** – When the Inspector has received your response he or she will make a decision on your case.

How long will it take?

The quicker you respond to the Inspector, the sooner a decision will be made. The whole process should take no longer than 12 working days.

What does the Inspector need to know?

It is very important that you read the Inspector's letter and try to answer any questions asked. You should also tell the Inspector if evidence is missing or if there is anything else you think is important. You can reply to the Inspector:

- on the reply form using the enclosed pre-paid envelope; or
- by telephone on 0800 096 1926. Your call will be free. However, your call may not be free if you use a mobile phone.

Independent Review Service

for the Social Fund

www.irs-review.org.uk



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Do you have a complaint about the IRS?

If you are not satisfied with the service you receive from us, please contact our Customer Service Team:



By telephone on **0800 096 1928** or fax on **0121 606 2184**; or



Send an e-mail to: **sfc@irs-review.org.uk**



Or you can write to the Customer Service Team at this address:

Independent Review Service

4th Floor, Centre City Podium

5 Hill Street

Birmingham. B5 4UB

Alternative service available



Deaf or hard of hearing customers who have a textphone can call us on **0800 096 1929**



Visually impaired customers, who want a copy of our leaflets or decisions in Braille, on audiotape or large print can call us on **0800 096 1927**

If English is not your first language and you cannot understand this leaflet, please look at the enclosed language sheet. It describes our translation service.



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