

### Advice on reviews, appeals, complaints and legal challenges

This leaflet provides advice on the different courses of action available to you if you are unhappy with our service or decision received in relation to your homelessness. Reviews and Appeals

Under the Legislation, you have a right to review:

- Of the Council's decision on a homelessness application
- Of a decision to discharge duty after an offer is refused

There are other circumstances when we provide an appeal or review process:

- against a decision that an offer we have made is reasonable
- against a grade or recommendation by our medical adviser
- against a decision the Council has made in relation to a homeless application to remove a priority status on the choice based lettings housing register

Requests for a review of a decision must be submitted within 21 days of the date on our decision letter.

Please see our other leaflet Section 202 review for more detailed advice. This is the section of the Act under which you have a legal right to a review so it is called a section 202 review.

### Complaints

The Council complaints procedure should be used if it seems that the Council has not dealt with a case properly or you feel unhappy with the level of customer service you have received. However, it cannot be used in regard to matters in which the complainant has a statutory right of appeal, or other statutory redress. For this the section 202 review process referred to above, should be used.

There are three stages to the complaints process. You can obtain information about how to make a complaint and what the stages are through our website or by contacting Copeland Direct on 01946 598300

Complaints that are not resolved using the Council's own complaints procedure can be referred to the Local Government Ombudsman

The ombudsman will check to make sure that the Council is carrying out its published policies fairly and efficiently and that there has been no disadvantage to an applicant by a failure in the process.

### Judicial Review

You are able to challenge the Council's decision legally in some cases. This is usually by a "judicial review" which seeks a legal judgment on the actions of the Council including its policies. There are also specific legal challenges to homelessness decisions.

You can receive free and confidential advice from housing advice agencies and the Citizens Advice Bureaux. You can also engage a solicitor to act on your behalf with regards to Judicial Review.