

**LONDON BOROUGH OF RICHMOND UPON THAMES
ACCESSIBLE TRANSPORT UNIT
APPEALS PROCEDURE**

POLICY: All applicants for the Scheme have the right to appeal if their application is turned down.

The appeals procedure consists of two stages.

Stage 1 Appeal

Following your mobility assessment, if you have been sent a letter explaining that your application for the Scheme is refused, you can appeal, in writing, within 28 days of the date of the refusal letter.

- In writing your appeal, you should include any information you believe supports your eligibility for the Scheme. For example, further information about your mobility impairment, diagnosis, prognosis and medication may help. **Additional medical evidence from your GP or relevant medical professional should be provided to support your appeal. This must be recent, reflect your current situation and be relevant to the eligibility criteria.**
- We will acknowledge your appeal within 5 working days of receipt.
- The Accessible Transport Unit (ATU) Senior Operations Officer will review the additional information provided against the scheme's eligibility criteria. After considering your appeal the Senior Operations Officer will either:
 - 1) Approve you for the service, and send you a confirmation letter, or;
 - 2) Refuse the service and write to you giving their reason for refusal. The refusal letter will offer you the option to proceed to a stage 2 appeal, as detailed below.

Stage 2 Appeal

If, after providing further medical evidence at a stage 1 appeal, you are still refused the service, you have the right to one further appeal.

- You should complete the Stage 2 attendance slip (enclosed with the Stage 1 appeal refusal letter) and return to the Accessible Transport Unit within 10 working days of the date of the Stage 1 appeal refusal letter.
- An appeal hearing will be arranged as soon as a time becomes available. At this hearing your appeal will be reviewed by the Council's Appeal Sub Committee; a panel made up of 3 Council Members. You can either attend the hearing in person or have your case examined based on the paperwork submitted.
- The ATU Senior Operations Officer will be required to provide a report to the appeals panel detailing all correspondence received and outlining the reason for turning down the application. A copy of this report will also be sent to the person appealing before the appeal hearing. The report will focus on the applicant's mobility, and other criteria defined by legislation.

- You will normally be informed of the panel's decision within 5 working days of the appeal hearing unless the panel requires further evidence from a medical professional dealing with you. In this case a holding letter will be sent to you.
- **The decision of the panel is final.**

SUBSEQUENT APPLICATIONS

Applicants turned down for the Scheme at initial application, Stage 1 appeal or Stage 2 appeal can apply again without prejudice 6 months after the date of the final decision notification.

Applicants turned down for the Scheme who then become eligible through one of the **automatic qualifying criteria** within this 6 month period, can reapply with the relevant supporting documentation.

COMMENTS AND COMPLAINTS

If you wish to make a comment or complaint about the quality, nature or delivery of services by the ATU you can either:

- a) Discuss your concerns with a member of ATU staff.
- b) Ring the council on 08456 122 660 or email customer.services@richmond.gov.uk
- c) Fill in a complaint form or visit one of our reception areas where a member of staff can help you fill in a form
- d) Complete an online complaint form at www.richmond.gov.uk

LOCAL GOVERNMENT OMBUDSMAN

If you feel that the Council has not applied its policy in a correct manner you may bring this matter to the attention of the Local Government Ombudsman.

If you have difficulty understanding this publication, please visit Reception at the address below where we can arrange a telephone interpreting service.

If you would like a copy of this Appeals procedure in Braille, large print, audio tape or a community language then please contact the address below

The Accessible Transport Unit
4 Waldegrave Road
Teddington
TW11 8HT

Tel: 020 8831 6191