

How to appeal

Your appeal should state what decision you wish to appeal against and why you disagree with it.

You should also supply the name and address of anybody who is helping you with your appeal as a copy of the papers about the hearing will be sent to them as well.

A person who is aggrieved by the decision by the Assistant Financial Secretary Mr Nicholas Yon the may within 14 days of being informed of that decision, appeal to the Magistrate Court against such decision.



Backdating

If the decision made by the Adjudication Officer is changed to your advantage then the benefit can be backdated to the date when the claim was made.



Summary

- ◆ Unhappy with the benefit award
- ↓
- ◆ Request an explanation either verbally or written
- ↓
- ◆ Request a review
- ↓

All information contained in this pamphlet is in accordance with the Social Security Ordinance 2010 and Procedures.

Help and advice on any aspect of this leaflet can be obtained from

Mr Anthony Hopkins– Claims Manager

Miss Roxanne Coleman– Claims Officer
Or

Mrs Gail Beard– Claims Officer
at

Corporate Finance
Post Office, First Floor
Jamestown—St Helena Island
South Atlantic Ocean
Tele: 22605
E-mail:

Anthony:
anthony.hopkins@shgservices.gov.sh

Roxanne: claims.officer@shgservices.gov.sh



CORPORATE FINANCE

Review & Appeals Procedures

Disagreeing with a decision



KNOW YOUR RIGHTS AND OBLIGATIONS



Your benefit award letter

You should check your benefit award letter carefully. If you think any of the information used is wrong or you don't understand how your benefit is calculated you should contact Social Welfare Office immediately.

You can either:

- ◆ Request an explanation
 - by telephone
 - in Writing
 - or by calling into the Welfare office at
1st Floor, Post Office Building,
- ◆ Request a revision– We would look at the way your benefit has been assessed to see if it can be changed.
- ◆ You can appeal to the Magistrate Court of such decision made by the Adjudication Officer.
- ◆ You can also ask for a written statement of reason for the decision. This will advise you of the facts and law used in the decision.



Requesting an explanation

We will explain how we have made our decision and what information we have used. This will be based on the information you have supplied to us on your application form.



Requesting a Revision

You can ask for a revision if you think the decision is wrong or if you are not satisfied with the explanation.

The request must be in writing to the Assistant Financial Secretary Mr Nicholas Yon within 14 days of the date of the award letter.

The Information that we have used to assess your claim will be checked and if it's wrong we will change it.

If the decision is changed to your advantage we will send you a letter telling you what our new decision is. If you do not agree with the new decision, you can ask us to explain it, revise it or request an appeal.

If the decision is not changed to your advantage we will send you a letter telling you that we cannot change the decision. This will also apply if we have changed the decision but not in your favor. The letter will tell you if you can appeal against the agreed decision and who you should appeal to.



