

## 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 Dax Richards 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 Bear– Claims Officer**

at

**Corporate Finance**

**Post Office, First Floor**

**Jamestown—St Helena Island**

**South Atlantic Ocean**

**Tele: 22605**

**E-mail:**

**Anthony:**

**anthony.hopkins@sainthelena.gov.sh**

**Roxanne:**

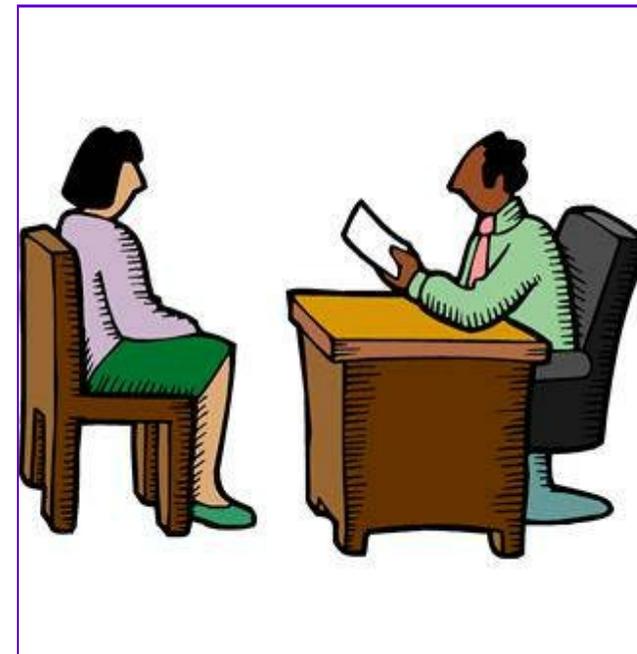
**roxanne.coleman@sainthelena.gov.sh**



## 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.

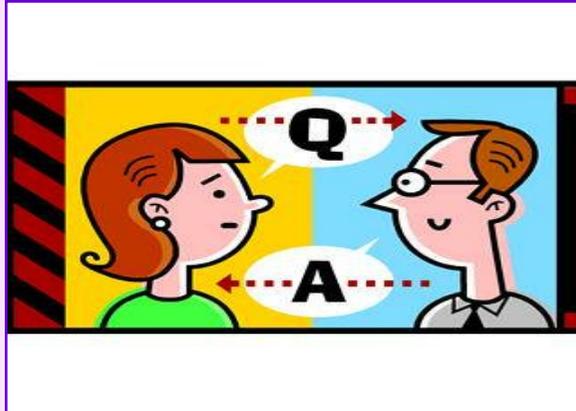
You can either:

- ◆ Request an explanation
  - by telephone
  - in Writing
  - or by calling into the Welfare office at Brick House.
- ◆ 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 Dax Richards 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 its 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 change to your advantage we will send you a letter telling you that we cannot change the decision. This will also apply if we have change 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.

