



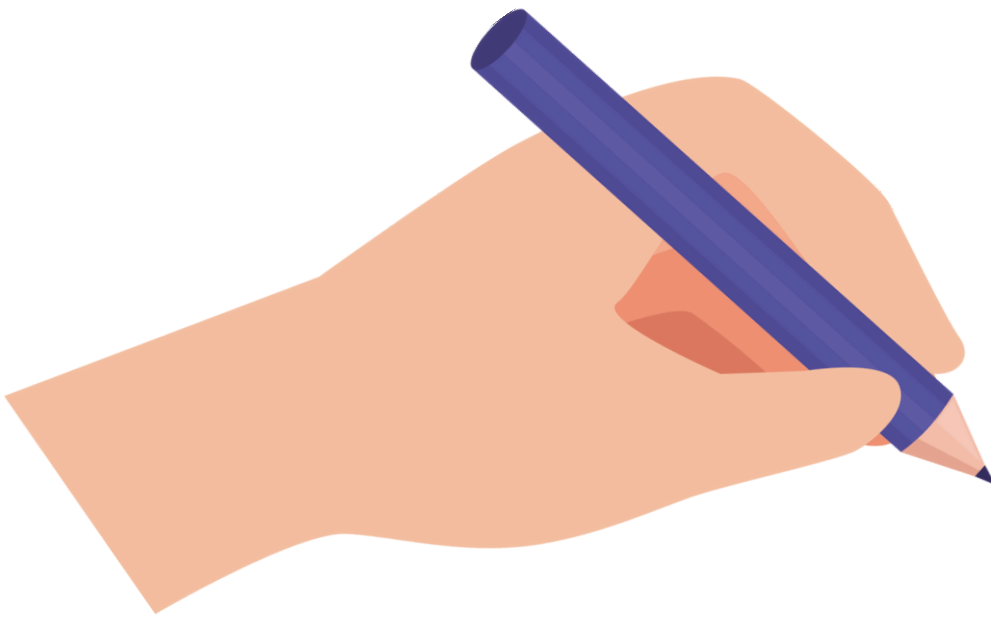
# WGHC

Our tenants are paramount in everything we do

# A Guide to Appealing a Decision

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This form is to help you appeal a decision WGHC  
have made



# Appealing a Decision

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Tenants and service users of the Co-operative may appeal against decisions. You have the right to submit an appeal against decisions made by WGHC which affect you. The appeal will be considered by our Committee of Management.

Examples of decisions you can appeal against are:

- a decision in relation to arrears action or anti social behaviour
  - the rejection of an application for housing;
  - a decision to recharge a tenant for a repair;
  - a decision to reject a membership application;
- Or a Notice of Proceedings

In order to consider your appeal, it is useful to have certain information. The form on Page 3 will help you provide us with this information.

- the decision made
- the date the decision was made
- the name of the staff member who made the decision
- the reasons you are appealing the decision
- the outcome you are seeking

An appeal against a decision is not the same as a complaint and the provisions of WGHC's Complaints Handling Policy do not apply. A copy of our Complaints Policy is available from our office and also on our website at [www.westgranton.coop](http://www.westgranton.coop)

At any time, should you need assistance with this form, please call us on 0131 551 5035 and a staff member will be happy to help.

# Appeals Form

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**Date the decision was made:**

**Who made the decision:**

**What was the decision(s):**

**Please tell us the reasons for asking for the decision to be reviewed:**

**What outcome are you looking for:**

**Signed:**

**Date:**

Please note you can choose to write a separate letter or email your  
Appeal to [mail@westgrantonhc.co.uk](mailto:mail@westgrantonhc.co.uk)

# What happens next?

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The appeal will be considered by our Committee of Management. Your identity will not be disclosed to the committee. The Committee's decision will be final. Generally, there are 10 Committee of Management Meetings held each year. Appeals will be presented at the next available Committee of Management Meeting.

We will not normally consider an appeal submitted more than 3 months after the date of the decision. The Chief Executive will write to inform you of the appeal decision.

At any time, should you need assistance with this form, please call us on 0131 551 5035 and a staff member will be happy to help.

This leaflet is available from both our office and on our website at [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop)

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 0131 551 5035

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