



WGHC

Our tenants are paramount in everything we do

A Guide to Requesting a Decision Review

This form is to help you ask WGHC to reconsider a decision they have made.



Requesting a Decision Review

Tenants or service users may ask WGHC to reconsider a decision (or any conditions attached to a decision) with which they are dissatisfied.

The line manager of the decision maker will take responsibility for the review.

If the matter cannot be resolved at this stage, the tenant/service user can then choose to appeal the decision. WGHC has a separate leaflet explaining how to make an appeal and this is available from both our office and on our website at www.westgrantonhousing.coop

To help WGHC reconsider a decision, it is helpful for us to have certain information.

These include:

- The date of the decision
- Who made the decision
- What was the decision
- Reasons why the decision is asking to be reviewed
- What outcome is being sought

The form on Page 3 will help you to provide us with this information.

Once we have received the decision review request, we will consider all the information you have provided. We will also speak to the staff member involved. You can expect to receive the outcome, in writing, from us within 10 working days.

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.

Decision Review Request Form

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
Decision Review Request to mail@westgrantonhc.co.uk

What happens next?

The line manager of the original decision maker will take responsibility for the review.

Once we have received the decision review request, we will consider all the information you have provided. We will also speak to the staff member involved. You can expect to receive the outcome, in writing, from us within 10 working days.

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.

If the matter cannot be resolved at this stage, the tenant/service user can choose to appeal the decision. All appeals are put forward to the Committee of Management for their consideration. WGHC has a separate leaflet explaining how to make an appeal and this is available from both our office and on our website at:

www.westgrantonhousing.coop

 0131 551 5035

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