

Family Fund Group Appeals Policy

1. Family Fund Group Appeals Policy

We understand that, from time-to-time families may disagree with the outcome of a decision and request a review of our decision making.

We want to make sure our services are consistent and of the highest quality.

This policy helps us respond clearly and fairly when someone requests to appeal a decision.

2. What is an appeal

An appeal is a formal request for a review of a decision made regarding an application for support. This may include applications for grant funding, access to services, or other forms of assistance provided through our programmes.

If the decision on an application relates to information, for example income or residency, the request will not be dealt with as an appeal, but as a request for discretionary help.

3. Appeals commitment

We will:

- Clearly publicise our appeals process, so people know how to contact us with feedback
- Provide a fair appeals procedure, that is easy to understand and use
- Ensure all Family Fund Group staff understand how to handle appeals
- Review all appeals impartially and in a timely way
- Use appeal feedback to improve our service
- Treat all appeals confidentially, except where disclosure is necessary to prevent harm to others.

4. Making an Appeal

To appeal a decision on the outcome of your grant application or service request, please contact us with your reasons for disagreeing with the outcome and include any additional information that may support your appeal.

email us: info@familyfund.org.uk or [submit a form](#) via our website

or

Write to:

First Contact Team

Appeals

Family Fund

Unit 3 Alpha Court

Monks Cross Drive

York

YO32 9WN

Important information

- You can appeal **any decision** we make on a grant application or support service request
- You can only appeal the **same decision twice**
- If your appeal relates to **child eligibility**, you must provide supporting evidence for each child included in your appeal.

5. Appeals procedure

Stage 1:

Appeals must be made within 28 days of the date of the decision on your application or service request. Please provide any relevant additional information that may support your appeal.

We will acknowledge receipt of your appeal within two working days of receiving it.

We will give a full reply within 14 days of receiving an appeal.

If your appeal is for child eligibility, all children listed in the application will be reviewed during the appeal process. Please ensure supporting information for each child is included in your Stage one appeal.

If information for each child is not provided at this stage and the decision remains unchanged, any additional information submitted later will be treated as a Stage Two appeal of your application.

Appeals can only be made for children included within the original application.

Stage 2:

If you remain dissatisfied with our decision, please contact us within 14 days. Appeals received after 14 days will not be accepted.

Please provide a detailed explanation of the reasons you believe your appeal has not yet been resolved, along with any additional supporting information that has not been previously provided.

A senior staff member will then conduct a further review of your application.

Once the appeal process has been completed and decision communicated as outlined above, no further appeals will be accepted.

Family Fund has absolute discretion in how it helps families with goods and services, support, and assistance.

This is the final stage of the appeal process, and Family Fund cannot consider a new application for six months.