



LONDON BOROUGH OF RICHMOND UPON THAMES SUPPORTED TRAVEL TEAM APPEALS PROCEDURE

POLICY: All applicants for the Scheme have the right to appeal if their application is turned down.

The appeals procedure consists of two stages.

Stage 1 Appeal

Following your mobility assessment, if you have been sent a letter explaining that your application for the scheme is refused, you can appeal, in writing, within 28 days of the date of the refusal letter.

- In writing your appeal, you should include any information you believe supports your eligibility for the scheme. For example, further information about your mobility impairment, diagnosis, prognosis and medication may help. **Additional medical evidence from your GP or relevant medical professional should be provided to support your appeal. This must be recent, reflect your current situation and be relevant to the eligibility criteria.**
- The Supported Travel Team will acknowledge your appeal within 5 working days of receipt.
- The Head of Parking Compliance will review the additional information provided against the scheme's eligibility criteria. After considering your appeal the Head of Parking Compliance will either:
 - 1) Approve you for the service, and send you a confirmation letter, or;
 - 2) Refuse the service and write to you giving the reason for refusal. The refusal letter will offer you the option to progress your appeal in writing to the Assistant Director of Resources should you feel that any issues remain that have not been addressed previously at the Stage 1 appeal.

SUBSEQUENT APPLICATIONS

Applicants turned down for the Scheme at initial application, Stage 1 appeal or Stage 2 appeal can apply again without prejudice 6 months after the date of the final decision notification.

Applicants turned down for the Scheme who then become eligible through one of the **automatic qualifying criteria** within this 6 month period, can reapply with the relevant supporting documentation.

COMMENTS AND COMPLAINTS

If you wish to make a comment or complaint about the quality, nature or delivery of services by the Supported Travel Team you can either:

- a) Discuss your concerns with a member of staff from the Supported Travel Team.
- b) Ring the council on 020 8891 1411
- c) Fill in a complaint form or visit one of our reception areas where a member of staff can help you fill in a form
- d) Complete an online complaint form at www.richmond.gov.uk

LOCAL GOVERNMENT OMBUDSMAN

If you feel that the Council has not applied its policy in a correct manner you may bring this matter to the attention of the Local Government Ombudsman.

If you have difficulty understanding this publication, please visit reception at the address below where we can arrange a telephone interpreting service.

If you would like a copy of this Appeals procedure in Braille, large print, audio tape or a community language then please contact the address below

Supported Travel Team
Civic Centre
44 York Street
Twickenham
TW1 3BZ
Tel: 020 8891 1411