

# Adult Social Care Appeal Form

This form is to be used if you disagree with an assessment of your adult social care needs or a decision taken about your support plan.

You must tell us you want to appeal within **two weeks** of receiving the result of an assessment, and return the form to us within **one month** for the appeal to be considered.



## Further Information

Call **020 8356 6262** or  
email **[access@hackney.gov.uk](mailto:access@hackney.gov.uk)**



# What happens next?

We will respond to you within **two weeks** of getting this form and expect to let you have a final decision within **one month**.

If it will take us longer to reach a decision, we will keep you up to date with what is happening.

## 1. If you disagree with an assessment of your needs:

We will review the information and make one of the following decisions:

- a) The original assessment was right
- b) We need to update the assessment based on your extra information
- c) We need to see you again for a further assessment.

## 2. If you disagree with a decision about your support plan:

We will review the information and make one of the following decisions:

- a) Accept the case you make and agree the plan
- b) Ask a manager who's not been involved in your case so far to review the decision
- c) Convene a panel that you can attend and we'll discuss it (this happens if the issue is about risk, either to you or to others).

You should return the form to your Care Manager or the Access Team. If you prefer, you can telephone us and we will fill it out for you. Contact the Access Team:

- Tel 020 8356 6262
  - Email [access@hackney.gov.uk](mailto:access@hackney.gov.uk)
  - Fax 020 8356 4638
  - Address Access Team, Health and Community Services,  
Hackney Council, 1 Hillman Street, London, E8 1DY
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- A decorative graphic at the bottom of the page consisting of several light blue silhouettes of people's heads and shoulders, arranged in a row.

# Adult Social Care Appeal Form

Your name: \_\_\_\_\_

Are you appealing about your

Assessment  *or* Support plan

**What is it that you disagree with?**

*(Tell us what are the things about it that you do not agree with and the reasons why)*

**Can you give us extra information that wasn't looked at already?**

*(Do you have any supporting documents we should look at, or other people we should speak to.)*

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_