

About the Independent Living Fund

The ILF may make payments to disabled people to be used towards the cost of appointing personal assistants or using a care agency, to provide the personal care and domestic assistance they need to live at home. To get payments from the ILF, you need to meet certain conditions (see leaflet 1 for more information).

Summary

This leaflet gives you details about what we call a “decision review” and about the ILF’s appeal process.

We will always aim to reply to you within 3 weeks.

We would also like to hear from you if you think we have done a good job or if you think we can improve our service.

We do keep records of all the complaints and compliments we receive and we do publish these figures in our Annual Report.

Other formats

We can provide this leaflet in different formats, please contact our Public Communications Managers for more details.

How to get in touch with us:

Telephone 0845 601 8815
or
0115 9450700



Textphone 0845 601 8816

Fax 0115 945 0944
0115 945 0945
0115 945 0946

Address PO Box 7525
Nottingham
NG2 4ZT



E-Mail funds@ilf.org.uk

Website www.ilf.org.uk



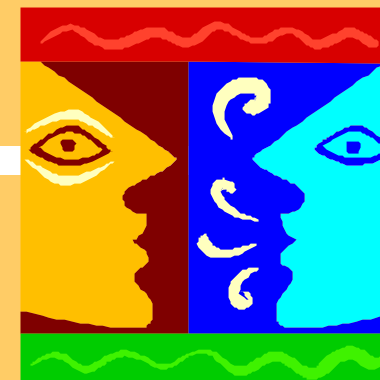
This leaflet is not legal advice, and although it does not deal with your specific situation, it does set out your general obligations to the ILF. Any figures or references to documents are correct at the time of issuing. The ILF reserves the right to update this leaflet from time to time

BD19—Issue 3—April 2008

Leaflet 19

Your right to complain

Your right to give compliments



This leaflet tells you about how to let us know if you are not happy about a decision we make or the service we provide. It also tells you how you can give us a compliment



**Independent
Living Funds**

Creating Choice for Disabled People

Decision review

If you are not happy about a decision the ILF has made about your application or award, you can ask us to look again at the decision. The ILF call this a “**decision review**”.

If you want us to review our decision, you must write to us within 4 weeks of being told the decision. You need to tell us—

- your name, address and your ILF reference number
- why you are not happy with our decision.

If you think more information would help us, you can send this to us as well.

Our Complaints and Review Manager will carry out the review. We aim to review our decisions within 3 weeks. Once we have done the review we will write to let you know the decision and our reasons why.

Not happy with our service

If you feel that our service was not very good or you think we could improve it we would like you to tell us. Please write to us, telling us how we could improve or explaining why our service was not very good. We will always take a complaint seriously and try to deal with it fairly.

Your right to complain

Everybody has the right to complain about things like—

- the quality of our letters
- how long it takes us to deal with something
- staff not being as helpful or friendly as you think they should have been.

If you want to complain, please write to us and explain the problems. The ILF will record your complaint on our computer system and we will try to reply to you within 3 weeks. If we think it will take longer than this to give you a full reply, we will write and let you know.

Once we have all the facts, our Complaints and Review Manager will reply to you, with a full explanation. It is our policy to learn from any complaints and improve the service to our users.

Your right to praise

The ILF would always like to hear from you if you think we have done a good job. Our staff work very hard and it is always nice to know they have helped you.

We keep records of all complaints and compliments we receive and all the decisions we review. We publish these figures in our annual report.

Review and Appeals Process

Stage 1—If you are not happy with the decision made by the Complaints and Decision Review team you can ask for a further review. A senior manager will look at the decision again. We aim to complete this next review within 3 weeks.

Stage 2—If you are not happy with the decision made by the Senior Manager you can appeal to the User Personal Case Committee (UPCC). This is a panel made up of members of the ILF board of Trustees. This panel meets once a month to consider appeals and exceptional cases.

Stage 3—If you have tried to solve your complaint with us but you are still not satisfied, your MP may be able to refer the matter to the Parliamentary and Health Service Ombudsman (sometimes referred to as the Ombudsman). You can get more information by contacting -

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP.

Helpline—0845 0154033

Website—www.ombudsman.co.uk