



Fairer Contributions Policy – Annex B – Reassessments, Reviews and Appeals

Reassessments and reviews

Reassessments will be carried out annually every April in line with the Department for Work and Pensions. Most service users will not be required to submit information to the Financial Assessment Team every year, but will be informed of their new contribution amount in writing. If no response is received then the service user will be deemed to be in agreement with the new assessed contribution. Should there be any change in the service user's financial circumstances at or between these annual reassessments, then the service user will be invited to inform the Council of what they are, and the assessed contribution will be reviewed.

Appeals

If a customer disagrees with their assessed charge calculation, or feels that they have insufficient funds to contribute to their personal budget, they have the right to appeal. Details of the appeal procedures can be found in the Financial Assessments and Direct Payments Team Complaints, Appeals, Comments and Suggestions leaflet.

Complaints

If a customer wishes to complain about the level of service received from the Financial Assessment Team, they should follow the complaints process as set out in the Financial Assessments and Direct Payments Team Complaints, Appeals, Comments and Suggestions leaflet. This process is in accordance with Merton Adult Social Care's overall complaints policy. Copies of this are provided with each financial assessment pack, and further copies can be requested.