

Charging 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 this 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. This should be done in writing to the Financial Assessments Team.

Complaints

If a customer or their financial representative wishes to complain about the level of service received from the Financial Assessment Team, we ask that where possible, the customer send a written complaint. We will then investigate what went wrong and why. If the customer is not able to put their complaint in writing, he/she can contact us by phone or email. We aim to provide the person with a written response within ten working days and ensure that the complaint is dealt with fairly and efficiently.

Adult Social Care complaints are dealt with under the Local Authority Social Services and NHS Complaints Regulations 2009. These regulations mean that the council has a one stage process for Adult Social Care complaints. The council will provide advice and support and work with complainants and Social Care providers to find effective and swift resolution to complaints.

For information and advice on how to deal with complaints you receive, please contact
- Complaints Team

Tel: 020 8545 3060, Email: complaints@merton.gov.uk