



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# Ask us to look at our decision again

Once finished, return this form in the pre-paid envelope.  
If you do not have this envelope, call us free on  
0800 182 2222 and we'll send you a new one.

**mygov.scot**

Social Security Scotland  
PO Box 10303  
DUNDEE  
DD1 9FY

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# Asking us to look at our decision again

If you disagree with our decision about your benefit application, you can ask us to look at our decision again, this is called a re-determination. This is where a new team at Social Security Scotland who were not involved in making the original decision takes a fresh look at your application, along with any new information you want to give us. They will decide if:

- you should get a benefit
- you're being paid the right amount
- you're being paid for the right dates.

This decision will replace the most recent decision we made about your benefit payment.

Call us free on 0800 182 2222 to make the request over the phone.

You need to ask us to look at our decision again within 31 calendar days of receiving your decision letter. Requests received after 31 calendar days will be considered as late. If you do not provide a reason, we will not be able to consider your request. See page 10 for more information on what to do if your request is late.

## Sending in supporting information

If you want to send us any additional photocopied evidence to support your request, you should send it in the pre-paid envelope along with this completed form.

## If you need any help

If you require additional information or help, including getting this form in other formats call us free on 0800 182 2222.

You may wish to seek independent advice on your application. There are services in your local area that can help. You can find more details on these services at: [mygov.scot/benefits-support](https://mygov.scot/benefits-support)

If your request is made after 31 calendar days, please tell us why you were not able to make the request sooner. You can do this on page 10 of this form.

If you can, you should send in **photocopies** of documents. You should not send original documents. It takes up to two weeks for us to return any original documents you send.

You can get information in the following formats:

- braille
- another language, including Gaelic
- large print
- audio recording.

Please use a black pen and write in BLOCK CAPITALS. You should tick ✓ boxes. If you make any mistakes, please cross out the error clearly. If you need to, you can request a new form by calling us free on 0800 182 2222.

Examples of types of legal powers:

- Power of Attorney
- Corporate Acting Body
- Personal Acting Body
- Deputy.

Corporate Acting Bodies or Personal Acting Bodies that have not acted on the client's behalf before should call us free 0800 182 2222 before proceeding.

## Who is completing this form?

Please tick the box that applies to you.

- ☐ I am completing this form as a parent, guardian or appointee
- ☐ I am over 16 and am completing this form on my own
- ☐ I am completing the form on behalf of the client, and have the legal powers to act on their behalf
- ☐ I am a third party representative

If you're filling in this form for yourself, tell us your details in this section.

If you're filling in this form for someone else, tell us their details in this section. We will get your details on page 5 or 6.

It's on your National Insurance card, benefit letter, payslip or P60 – for example, 'QQ 12 34 56 C'.

We want to make sure we have up to date contact details.

If you're filling in this form for yourself, tell us if your contact number has changed.

We'll contact an appointee or representative if you have one. We'll get their contact details on pages 5 and 6.

## Your details

First name(s)

  

Last name

  

Address

  
  
  

Postcode

Date of birth

National Insurance number

## If we need to contact you

We may need to ask you questions about the information you've given in this form. Please provide a telephone number we can contact you on.

Phone

Is this phone a

mobile

☐

landline

☐

Email

You should fill in this section with your details if you are someone who has the legal right to apply for someone else, or want to do that for someone who cannot manage their own affairs.

If you would like more information about acting on behalf of someone else, please contact Social Security Scotland free on 0800 182 2222.

You only need to tell us this if you're part of an organisation helping someone to fill in this form as part of your job.

If you're an individual helping someone to fill in this form, tell us your home address. If you're part of an organisation helping someone to fill in this form, tell us your work address.

## If you're filling in this form on behalf of someone who cannot manage their own affairs

Please give us your details.

First name(s)

Last name

Date of birth

National Insurance number

Company or organisation name

Address

  
  
  

Postcode

Your phone number

The client wishes all correspondence about their request to be sent to their representative

Yes

☐

No

☐

A third party representative is any person or organisation acting on behalf of, or making enquiries for an individual. These may include:

- advice, advocacy or welfare rights organisations
- professionals such as social workers, community nurses or doctors
- family members or friends.

The third party representative may be able to help you in several ways, including:

- enquiries on the progress of an application
- helping make a claim
- seeking an explanation of entitlement and how it has been decided
- supporting with a re-determination or appeal
- supporting you to manage your finances.

Go to [mygov.scot/benefits-support](https://mygov.scot/benefits-support) or call us free on 0800 182 2222 for details of organisations that can help with benefits advice and support.

## Third party representative details

**If you have a representative, please fill in their details here.**

First name(s)

  

Last name

  

Organisation name, if relevant

(Any paperwork will be sent to both you and your representative)

Address

  
  
  

Postcode

Preferred  
phone number

If you run out of space you can carry on writing on another sheet of paper and send this to us with your form. Please make sure to label this extra paper with your name and National Insurance number.

## 7

Please continue here.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

If you have any extra information you want us to look at with your original application for a benefit, please send photocopies with this form.



If you are unsure about what information to give us or do not know where to find it, we can get in touch with you to help. This might mean it takes us longer to process your changes.

To post supporting information, you should:

- send copies, not original documents
- make sure all copies are clear and readable
- write your name and National Insurance number

## Sending in supporting information

### Send us your documents by post

You can give us any supporting information by posting it to us in the same envelope as the rest of this form. Or, if you do not have all or some of the supporting information you want to give us, you can post it later. You do not need to send any supporting information you've already sent to us as part of your original application.

We've enclosed a pre-paid envelope for you to send us a photocopy of your documents, along with your completed form. If you lose the envelope you can still send the documents to:

**Social Security Scotland**  
**PO Box 10303**  
**Dundee**  
**DD1 9FY**

**You should write the following information on your photocopies:**

- your name
- your National Insurance number.

If you need to contact us for advice, call us free on 0800 182 2222 (8am to 6pm, Monday to Friday).

**How would you like to give us your supporting information?**

- ☐ I will send some or all of the supporting information with this form
- ☐ I will send some or all of the supporting information later
- ☐ I need your help to find some or all of the supporting information
- ☐ I will not be sending any supporting information

If you run out of space, you can carry on writing on another sheet of paper and send this to us with your form. Please make sure to label this extra paper with your name and National Insurance number.

You can leave this page blank if you have sent this form within 31 calendar days of getting your decision letter. The 31 day period includes weekends and bank holidays. It starts 2 days after the date on your decision letter. This is to allow 2 days for the letter to reach you.

[illegible]

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## Next steps

We'll send you a letter to let you know that we've received your request. Once we've received your request, we have 16 days to make our decision, not including weekends or bank holidays. You'll then get another decision letter. If we don't finish looking at your application in 16 days we'll write to you advising you how to appeal. If we need to ask you any questions about the information you've given in this form we will call you on the number you have provided.

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## Declaration

**By signing this form, you agree to the following statement:**

As far as I know and believe, I declare that the information I have given in this form is correct and complete.

☐

Your signature

Date

DD

MM

YYYY

Use the pre-paid envelope provided to return the completed form and any photocopied supporting information.

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# Privacy notice

## You and your data

Our privacy notice explains your rights under the Data Protection Act 2018 (DPA) and General Data Protection Regulation (GDPR). It describes the type of information we may hold on you, how it may be processed and who we might share it with.

Personal data (which we will call 'data' throughout the rest of this notice) means any information about an individual from which that person can be identified.

Social Security Scotland processes lots of data to do our job. We manage your personal data to deliver a number of social security benefits outlined in the Social Security (Scotland) Act 2018. We are committed to protecting and respecting your privacy.

Social Security Scotland is registered with the Information Commissioner (registration number Z4857137) under Scottish Ministers, to handle your data.

If you want to know more about how Social Security Scotland use your data, you can read our full privacy notice online: [mygov.scot/social-security-data](https://mygov.scot/social-security-data)









Social Security Scotland  
Tèarainteachd Shòisealta Alba

If there's something else you need help with,  
or you want this form in other formats,  
call us free on 0800 182 2222.