



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, phone us 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 a decision about a benefit, you can ask us to look at our decision again, this is called a redetermination. A new officer at Social Security Scotland will then make a fresh decision for the benefit you were getting or had applied for. They will decide:

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

You need to ask us to look at our decision again within 31 days of receiving the decision letter. Requests received after 31 days of receiving the decision letter will be considered as late.

If your request is made late, please tell us why you were not able to make the request sooner. You can do this on page six of this form.

If you can, you should send in photocopies or scanned versions of documents. You should avoid sending original documents. It takes up to two weeks for us to return any documents you send.

## Sending in evidence

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

## Getting help asking us to look at our decision again

Call Social Security Scotland on 0800 182 2222.

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

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

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.

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

If someone cannot manage their own affairs, an appointee has the legal right to deal with their benefits.

If you would like information on appointees, or to check if you have one, please contact Social Security Scotland on 0800 182 2222.

## Your details

First name(s)

Last name

Address

  
  
  

Postcode

Date of birth

National Insurance number

## I have a Social Security Scotland approved appointee

Yes

☐

No

☐

You only need to fill in this section if you're a representative for the client - for example, a friend, or advice agency. We'll always contact a representative if a client has one.

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 as a representative or appointee

First name(s)

Last name

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 ☐

# Why you disagree with our decision

If you'd like to tell us why you disagree with our decision about your benefit, fill in this section.

**Tick all statements that apply.**

- ☐ I think I should have been awarded the payment
- ☐ I think I should have been paid more
- ☐ I think I should have been paid from an earlier date
- ☐ I don't think that all information has been considered
- ☐ Other

**Tell us more about why you disagree with our decision.**


If you have any additional evidence you want us to look at with your original application for a benefit, please send it back with this form.

The decision date is the date on the decision letter sent with this form.

About our decision you want us to look at again

## What was the date of our decision?

## If your request is late

If you ask us to look again at our decision, more than 31 days after you receive a decision letter, your request will be considered late.

Please help us understand the reason(s) why a request was not made sooner. If you do not provide a reason, we may refuse your request.

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

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 the client has one.

## If we need to contact you

If we need to ask you any questions about the answers you've given in this form please enter your telephone number below.

Phone

Is this phone a

mobile

☐

landline

☐

## Things you need to agree before you apply

Tick the boxes to show that you've read and agree with the statements:

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

☐

I understand that I may be prosecuted if I provide details that are not complete or correct. I also understand money may be taken back from me if I'm paid too much.

☐

signature

Date

Please use the pre-paid envelope provided to return the completed form and any supporting evidence.

We'll send you a letter to let you know that we've received your request to have a decision looked at again. We have 16 days to make our decision, not including weekends or bank holidays. You will then get another decision letter when we have finished looking at your application again. If we fail to complete your re-determination in 16 days, then we will write to you advising you of your right to appeal.



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## Privacy notice

### Data about you

Social Security Scotland acts on behalf of the Scottish Government. It deals with the payment of benefits and other welfare payments covered under Scottish Government powers. It will control the data you provide in this form.

### What we need and why

We'll only ask you for the data we need to:

- work out whether you can get the benefit you applied for
- if you're able to get the benefit, make a payment to you
- manage the full Social Security Scotland service

If you want to know more about your data and your legal rights, you can read our privacy notice online:  
[www.mygov.scot/social-security-data](http://www.mygov.scot/social-security-data).