

**CUSTOMER APPEAL FORM**

When you make an application for housing, you will be notified if you qualify to join the housing register.

If you do not qualify to join the housing register, there is a 2-stage appeals process, and you are entitled to appeal the decision in following circumstances:

* Unacceptable behaviour - The policy clearly defines what is as classed as unacceptable behaviour and you should have a clear understanding of this this before you appeal.
* You have been removed from the register (except at your own request).
* You feel you have been unfairly treated in the letting process. This could include unfair treatment over a housing offer or the band you have been awarded.
* If you disagree with being skipped when next in line for a matched property.
* Any requests for a review of a housing offer to statutorily homeless applicants will be dealt with under section 202 Part 7 of the Housing Act 1996 by the local authority’s Housing Solutions service (and not as part of this appeal process.

**Appeals will only be accepted if you can justify the reasons for an appeal. You cannot appeal if you simply do not agree with the decision. You must provide new and relevant evidence that has not previously been supplied.**

If you wish to appeal a decision, please complete the following:

|  |  |
| --- | --- |
|  | **Please set out the grounds and reasons for an appeal (it is not sufficient to state you disagree)**  ***Grounds***  ***Reasons*** |
|  | **Please describe steps you have taken to address the reasons for being disqualified from joining the register.** |
|  | **Please provide additional information you wish the panel to consider for your appeal.** |
|  | **Please supply additional evidence that supports your appeal.** |
|  | **Provide contact details of any agencies / representatives that are supporting you with this appeal.** |

|  |  |
| --- | --- |
| **Signed:** | **Dated** |

**Next Steps**

**Stage 1 Appeal**

Your appeal will be acknowledged within 7 days of receipt and will be considered by a Senior Officer not involved in the original decision.

You will be notified in writing of the decision and the reasons for it within 6 weeks of your original appeal.

**Stage 2 Appeal**

Your appeal will be acknowledged within 7 days of receipt and will be considered by the Head of Planning and Housing, Durham County Council.

You will be notified in writing of the decision and the reasons for within 21 days of the Stage 2 appeal.

**For Office use only:**

|  |  |
| --- | --- |
| **Appeal accepted / not accepted**  (Delete as appropriate) | **Justification for decision** |
| **Signed:**  (Senior Officer) | **Dated** |