



Department
for Work &
Pensions

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Hull
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www.gov.uk

Telephone: 0800 328 5644
Textphone: 0800 328 1344

This is your Mandatory Reconsideration Notice

We've looked again at our decision on your Universal Credit

Your reference:

Dear Alex Coldicott

9 May 2023

On 26 September 2022 you asked us to look again at the decision we made on 19 April 2022 about your Universal Credit.

We have looked at the evidence used to make the decision and any new information you may have given us.

We have changed our original decision.

Our decision

The decision maker has looked at the evidence again and their decision is set out below.

We have made a decision about your Universal Credit.

This is your Mandatory Reconsideration Notice. It explains the decision we have made.

If you still disagree, you can appeal to an independent tribunal - see details at the end of this letter.

We have many different ways we can communicate with you.

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Please turn over

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We have changed the decision and we are satisfied that your claim of 1 June 2020 should not have been closed.

This is now being corrected for you and you will be notified when action has been taken.

More information

If you need more information about this decision contact us using your journal or the phone number at the top of this letter.

If you disagree with this decision you have the right to appeal which means this decision will be looked at again. The next page will give you more information on how to do this.

Yours sincerely,

Office manager

If you still disagree with our decision

You can appeal to the Social Security and Child Support Tribunal.

This tribunal is independent from DWP. It will make an impartial decision on your entitlement to Universal Credit. You need to appeal within **one month** of the date of this letter.

How to appeal

Go to **www.gov.uk/appeal-benefit-decision** This website explains how to appeal, and if you can appeal online. If you need to appeal by post, you will also be able to download an appeal form.

If you appeal by post, make sure you include a copy of this letter. The address to post it to will be on the appeal form

If you need help to appeal

If you can't go online, or need other help and support, you can call the following telephone numbers depending on where you live.

England and Wales

Telephone: **0300 123 1142**
Monday to Friday, 8:30am to 5pm

Scotland

Telephone: **0300 790 6234**
Monday to Friday, 8:30am to 5pm

Other benefits

To find out what you may be able to claim, go to **www.gov.uk/benefits-calculators**

Support and advice

If you need help or advice to decide what to do, you can talk to your carer, family or friends.

You could also contact a local support organisation who can provide independent help and support - for example, the Citizens Advice Bureau. You can find details online, at your local library or in the telephone directory.

If you need help managing your money please contact the Money Advice Service as soon as you can. It offers free, independent advice about how to make the best of your money, including budgeting, savings and dealing with debt. To find out more, go to **www.moneyadviceservice.org.uk**

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on **www.gov.uk**

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at **www.gov.uk/dwp/personal-information-charter**