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MISS BETHANY WHITE  
257 CHURCH STREET  
NEWCASTLE UPON TYNE  
NE1 1SP



Carer's Allowance Unit  
Mail Handling Site A  
Wolverhampton  
WV98 2AB

[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

Telephone: 0800 731 0297  
Textphone: 0800 731 0317

24 February 2023

## Your application for Carer's Allowance

Your reference: QQ 12 34 56 A

Dear Bethany White,

We are sorry to tell you that your claim for Carer's Allowance from 31 January 2023 has not been successful. This is because you are under 16, and you must be 16 or over to get Carer's Allowance.

### What to do if you think this decision is wrong

The decision about your Carer's Allowance claim was made automatically by a computer, based on the information you provided when you applied.

If you think the decision is wrong, please get in touch with us by telephone or in writing, within one month of the date of this letter. If you do not contact us in that time, we may only be able to change the decision from the date you contact us. Our telephone number and address are at the top of this letter.

You can appeal this decision, but you cannot appeal until we have looked at the decision again. We call this a Mandatory Reconsideration.

You, or someone who has the authority to act for you, can ask for:

- an explanation of the decision

- a written statement of reasons for the decision, if we have not already sent one
- us to look at the decision again, to see if it can be changed – there may be some facts you think we have overlooked, or you may have further information that affects the decision

When we have looked at the decision again, we will send you a letter explaining what we have done. We call this a Mandatory Reconsideration Notice. This will include the information you need to be able to appeal.

## **Further help and advice**

Although you are not entitled to Carer's Allowance, other benefits may be available to you. Further information and claim forms are available online at **[www.gov.uk](http://www.gov.uk)**

## **If you have a partner**

We use partner to mean:

- a person you are married to or a person you live with as if you are married to them
- a civil partner or a person you live with as if you are civil partners

If you have a partner, and they are getting a benefit, they may be able to claim extra money for you. They can get this while you are not entitled to Carer's Allowance, but only if they are supporting you.

If your partner wants to claim the extra money for you, they must get in touch with the office that pays their benefit. They must also do this if they are waiting to hear about a benefit that they have claimed.

## **How to get in touch with us**

If you want more information about Carer's Allowance, you can get in touch with us using the telephone number or address at the top of this letter. You can claim Carer's Allowance or report a change of circumstances online at **[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)**

If you need us to, we can provide the information in this letter in a different format which you find easier to access. For example, you can ask us to provide information in large print, braille, audio or email. Please contact us to discuss your requirements regarding format.

Please keep this letter in a safe place. You may want to look at it again.

Yours sincerely,  
Office Manager

## **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](http://www.gov.uk)**

## **Call charges**

Calls to 0800 numbers are free from UK 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 visit our DWP Personal Information Charter at **[www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)**