



## PAC Appeals Policy & Procedure

PAC projects must ensure that all decisions made regarding service users who apply or access any of our services are treated equally and fairly. The decisions made will take into consideration our equal opportunities policy, needs and risk assessments and any relevant information acquired.

### Your right to appeal

If you disagree with any decision made regarding your application to access services, or any decision regarding your continued support within a project you may appeal against the decision.

### Appeal Procedure

- Complete the attached appeal form within 48 hrs of the decision being made.
- Please give as much detail as possible and tell us why you think this decision is wrong.
- Please sign and date this form and provide a contact address or number so that we can contact you.
- Please send the form or give the form to the Project Manager of the project.

### Following receipt of your appeal letter the following steps will be taken.

- Your appeal will be addressed by the Project Manager.
- They will contact you within 7 days to arrange a meeting with you. This meeting will be held within a further 7 days of arranging the meeting. You will be informed that you are welcome to bring a friend or representative with you to attend the meeting.
- At the meeting you will have the opportunity to tell the Project Manager why you think the decision was wrong. The manager may ask you questions related to this to ensure they gain all relevant information to be able to review the decision.
- Following the meeting the Project Manager will gather any additional information that may be required in order to review the decision which you are appealing and they will let you know the outcome within 7 days of the appeal meeting.
- If you disagree with the outcome of the appeal meeting you have the choice to appeal further to the Charity Manager of Pendle Action for the Community (PAC). The PAC Charity Manager will review the appeal and respond within 7 days. This decision will be final.

### Advice and Guidance

The following external agencies are able to provide independent advice and guidance to service users:

#### Shelter

[www.shelter.org.uk/getadvice](http://www.shelter.org.uk/getadvice)

0808 800444

**Citizens Advice Bureau**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Nelson - 61/63 Every Street, NELSON, BB9 7LT - 01282 616750,

Colne – The Citadel, Market Place, COLNE, BB8 0HY - 01282 867188

Barnoldswick – 10 Rainhall Road, BARNOLDSWICK, BB18 5AF - 01282 814814

**Help Direct Lancashire**

[www.helpdirect.org.uk/east-lancashire](http://www.helpdirect.org.uk/east-lancashire)

0303 333 1111 or [enquiries@helpdirect.org.uk](mailto:enquiries@helpdirect.org.uk)

This policy will be reviewed every 3 years or as a result of the introduction of new legislation (whichever is the sooner).