

# Policy 13 Decision Review Request

**Owner: ILF Scotland**

**Subject: Internal Review of Decision**

**Version: 2.0**

**Last Amended: 9<sup>th</sup> November 2016**

**Date Reviewed:**

**Next Review: 9<sup>th</sup> November 2017**

## 1.0 Background

ILF Scotland aims to provide a high standard of service and ensure that all decisions made are correct first time. However, there may be occasions where someone wishes a decision to be reviewed. A recipient can request a review of any decision made by ILF Scotland.

## 2.0 Policy

A Decision Review Request can be made verbally or in writing within one month of the decision to be reviewed. Requests should be referred to the ILF Scotland Head of Policy. An acknowledgement letter will be sent within 7 days.

The Decision Review target is to provide an answer to all queries within 15 working days from the date all information has been received.

## 2.1 Decision review

On receipt of a request for a decision to be reviewed, a formal referral, incorporating details of the original decision and the recipients' grounds for the review, will be drafted. This referral will be presented to the Senior Management Team at ILF Scotland, who will consider the case and reach a decision. The Chief Executive will not attend this decision review meeting.

There are, on occasions, times where the Senior Management Team are the initial decision makers on cases. In these circumstances, decision reviews will

be presented to the Chief Executive, who does not participate in initial decisions.

### **3.0 Improving our Work**

ILF Scotland will provide the Board of Directors with a regular summary of requests for decision reviews. The Board are responsible for the overall governance of ILF Scotland.

### **4.0 Ombudsman**

ILF Scotland falls under the jurisdiction of the Scottish Public Services Ombudsman (SPSO).

### **5.0 Ex-gratia**

ILF Scotland has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. When considering whether an ex-gratia payment should be made reference should be made to the “Ex-gratia Payments” policy

### **6.0 Source**

### **7.0 History Date Reviewed**

1 July 2015