

Decision Review – TF11

Owner: ILF Scotland

Subject: Internal Review of Decision

Version: 1.0

Date Created: 14th December 2017

Next Review: March 2018

1. 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 request for a review of any ILF Scotland decision can be made by:

- a. an applicant to the ILF Transition Fund;
- b. a recipient of a grant from the ILF Transition Fund; or
- c. a recipient's Grant Manager.

2. Policy

A Decision Review request can be made verbally or in writing within one month of the decision to be reviewed being made. Requests should be referred to the ILF Scotland Head of Policy. An acknowledgement letter will be sent within 7 days of the receipt of the request at the ILF Scotland office. ILF Scotland aim to answer all decision review requests within 15 working days from the date that all relevant information has been received.

3. Decision review

On receipt of a decision review request, a formal referral will be drafted. This referral will incorporate details of the original decision and the grounds for the review made by the person making the request. This referral will be presented to the ILF Scotland Senior

Management Team who will consider the case and reach a decision. The ILF Scotland Chief Executive Officer will not attend this decision review meeting.

There may be occasions where the ILF Scotland Senior Management Team are the initial decision makers. In these circumstances, decision reviews will be presented to the ILF Scotland Chief Executive Officer, who does not participate in initial decisions.

The outcome of the decision review will be made available in writing to the person requesting the decision review within 5 days of the decision review taking place.

4. Improving our Work

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

5. Ombudsman

ILF Scotland falls under the jurisdiction of the Scottish Public Services Ombudsman (SPSO) and a complaint may be made to the SPSO if the person requesting the decision review wishes to complain about the process.

6. 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 (TF12).