Independent Living Fund Scotland

We also support independent living in Northern Ireland

Policy 13 - Decision Review Requests

Version: 5

Last Amended: 21 October 2026

Next Review Date: 31 March 2027

1. Background

ILF Scotland aims to provide a high standard of service and to ensure that decisions are made correctly the first time. However, there may be occasions where someone wishes us to review a decision, for example, a decision about the amount of an ILF Scotland award. Anyone directly affected by our services can request a review of a decision. This includes a representative acting on their behalf such as a family member, friend, advocate, social worker or adviser. If you are requesting a review of a decision on behalf of someone else, you will usually need their written consent. An ILF Scotland Assessor can also request a review on behalf of a Recipient of our funds.

2. Policy

A request for a review of a decision must be made, verbally or in writing, within one month of being informed by ILF Scotland of the decision.

We aim to acknowledge all requests within 5 working days and to notify the individual of the outcome of any decision review within 15 working days from the date we have received all necessary information.

2.1. Decision Review

ILF Scotland's Discretionary Decision Panel, consisting of members of ILF Scotland's management team, will consider all decision review requests and will notify the individual in writing of the result.

ILF Scotland's Chief Executive will not participate in these decisions but may be asked to consider a decision review where the Discretionary Decision Panel made the original decision.

3. Complaints

If a person is unhappy with the decision review process, they can complain using ILF Scotland Complaint Handling Procedure.

4. Ex-Gratia

ILF Scotland has the power to make an ex-gratia payment to compensate for financial loss, gross inconvenience or gross embarrassment. Please refer to ILF Scotland Policy 16 Ex-Gratia Payments.

5. Date Reviewed

Version 1: 1 July 2015
Version 2: 9 November 2016
Version 3: 9 November 2017
Version 4: 29 July 2022
Version 5: 21 October 2026