

Policy 13 - Decision Review Requests

Version: 5

Last Amended: 31 March 2026

Next Review Date: 31 March 2027

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 asks us to review a decision about, for example, the value of the ILF Scotland award or the available income contribution they make. A recipient, or an Award Manager acting on their behalf, can request a decision review. An ILF Scotland Assessor can also request a review on behalf of a recipient.

2. Policy

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

ILF Scotland aims to acknowledge all requests within 5 working days and aims to notify recipients of the outcome of any decision review within 15 working days from the date it has received all necessary information.

2.1. Decision Review

ILF Scotland's Discretionary Decision Panel, which consists of members of its management team, will consider decision review requests and reach a decision. The Chief Executive will not participate in these decisions.

If the Discretionary Decision Panel made the original decision, ILF Scotland's Chief Executive will consider the request and reach a decision.

3. Complaints

A recipient can complain to ILF Scotland if they are unhappy with the decision review process ILF Scotland has followed. [Please see ILF Scotland's Complaints Handling Procedure.](#)

4. Ex-Gratia

ILF Scotland has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. [Please see Policy 16 Ex-gratia Payments.](#)

5. Cross Reference

[Complaint Handling Procedure](#)

[Policy 16 - Ex-Gratia Payments](#)

6. Date Reviewed

Version 1: 1 July 2015

Version 2: 9 November 2016

Version 3: 9 November 2017

Version 4: 29 July 2022

Version 5: 31 March 2023

Version 5: 31 March 2026