This is the Reconsideration / Review Process. AtW seem sometimes to talk about this as their complaints process. But it’s not. I have a Freedom of Information request with AtW about this, and will update when I get an answer.

**Reconsideration**

631. In rare cases the approving officer will decide that AtW support is not appropriate. Access to Work is not a statutory benefit and so there is no right of appeal against decisions.

632. If a customer is unhappy with the decision about their application for support they should make a written request for a review. The review should be carried out by an officer at the next level up from the original approver, e.g. a decision by an adviser should be reviewed by the Regional Manager while a decision by a Regional Manager would be reviewed by a Senior Ops Manager.

633. If a customer remains unhappy with a decision, further escalation is possible. The full escalation process is shown at Appendix 5

**Next Page - Appendix 5**

**Access to Work Review of Decision**



****