# Write to AtW Reconsideration team to explain the problems and ask them to Reconsider (review) their decision:

Before writing your letter you may find it helpful to look at [*General suggestions about how to ask for a reconsideration or complain*](http://www.deafatw.com/how-to-complain.html)in English and BSL, on the DeafATW How to Complain page.

### How to ask AtW to Reconsider.

If you disagree with their decision, write to the AtW Reconsideration Team and ask them to Reconsider the decision.

### Things to say in your letter when you ask the AtW Reconsideration Team to reconsider the decision.

Make sure you write down all of the issues, even if you have already talked about them with your AtW adviser, and they have said that it doesn’t matter.

Try to keep the letter short. If it is too long, the Reconsideration Team may miss something.

Tell them what the adviser decided, and the reasons the adviser gave you for this. If the adviser didn’t or wouldn’t explain how they made the decision, say this.

Then explain why this decision is wrong, and the problems this will cause. This should include:

* Why the support does not meet your minimum needs.
* Why the support is not enough money to pay for suitable interpreters.
* Why the lowest estimate is not the “lowest suitable estimate”. E.g. the amount per hour awarded is not enough to book suitably skilled interpreters.
* Why AtW have made a mistake in what they are saying.
* How AtW have taken things into account that aren’t relevant.

E.g. the adviser may have said that for the last three years you only used 30 hours a month, so you don’t need more. But you couldn’t use more than 30 hours, because that was the maximum you were allowed to use. So the adviser should ignore this.

* How AtW haven’t taken things into account that are relevant.

E.g. that your manager has said that you need more interpreting time because you have to meet with hearing people more, or the complexity of the interpreting that you need.

* The adviser should have told you that you can ask for the decision to be reconsidered. If they didn’t tell you, say that in your letter.

Ask them to reconsider their decision.

Also ask what the next stage of the complaints process is in case you want to escalate the complaint.