

HINCKLEY HOMELESS GROUP

LAWRENCE HOUSE

Applicants' Appeals Procedure

If an application for residency at Lawrence House is turned down the applicant has the right to appeal this decision. The applicant is entitled to be accompanied by another person at any subsequent meeting.

1. The appeal should be written, signed and dated by the applicant or an agent acting on their behalf. The written appeal should be passed to the Project Manager who will acknowledge the complaint within 3 working days of receipt. The Project Manager will also respond to the applicant with a decision within 10 working days.

The Project Manager will review the application including the information gathered and the Risk Assessment. The Project Manager may or may not meet with the applicant.

2. If the applicant is not satisfied with this response, they may escalate the appeal by writing to the Management Committee. For confidentiality reasons, the applicant will not be given the home address of any of the Members of the Management Committee, but staff will forward this appeal to the most appropriate Committee Member, which may be the Chair, within 24 hrs of receipt and will confirm to the applicant and the Committee Member that this action has taken place. The Committee Member will then review the application and inform the applicant of the outcome within 15 working days.

If this course of action is taken, then the outcome of this will be accepted as settlement of the matter and no further action can be taken. This process should be actioned and completed at the earliest opportunity but within a maximum of 20 working days (unless impossible due to holiday / sickness of the Management Committee Member).

The Management Committee is responsible for ensuring that the Applicants' Appeals Procedure is subject to full review on a regular basis, not to exceed a period of 3 years.