



# Challenging welfare benefit decisions

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This factsheet explains who makes benefit decisions, how a decision can be challenged, and how to make complaints.

The information in this factsheet applies to England, Scotland and Wales. The process for challenging devolved benefits in Scotland is different, contact Age Scotland for more information. Contact Age NI for information applicable there. Contact details can be found at the end.

Challenging a benefit decision can be complicated and you may need more detailed advice or representation from a local service. Age UK Advice can give you contact details for a local Age UK, or you can contact one of the independent organisations listed at the back of this factsheet. In Wales, contact Age Cymru Advice. In Scotland, contact Age Scotland.

Contact details for any organisation mentioned in this factsheet can be found in the [contact details](#) section.

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AA – Attendance Allowance

ADP – Adult Disability Payment Scotland

DLA – Disability Living Allowance

DWP – Department for Work and Pensions

ESA – Employment and Support Allowance

HMCTS – HM Courts and TribBHM Courts and



If there is a long delay in making a decision on your claim, you can:

- make a complaint about the delay
- request advance or interim payments
- see if there is another benefit you can claim

in England, contact your local authority for help from their local welfare provision scheme, in Wales the national Discretionary Assistance Fund,

















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This section applies to decisions made under the regulated Social Fund in England and Wales only. A separate process applies to equivalent payments in Scotland, so contact Age Scotland for more information.

You can challenge a Social Fund decision (Funeral Expenses Payment, Cold Weather Payment, or Winter Fuel Payment) by requesting a revision, supersession, or appeal as described above.

If you want to challenge a decision on a Budgeting Advance (for Universal Credit) or a Budgeting Loan (for other benefits), the procedure is different. There is no right of appeal, but a two-











The evidence sources used to create this factsheet are available on request. Contact

This information guide has been prepared by Age UK and contains general advice only, which we hope will be of use to y