



Empowering People.
Inspiring Communities.

Appeals Procedure

When can I appeal against a decision?

You can appeal against any decision made by EPIC that you feel is unfair or where you believe that we have not considered your case properly.

How do I appeal a decision?

An appeal must be made in writing, to our office, within 14 days of our original decision. Appeals can also be sent by email to mailbox@epichousing.co.uk.

What happens if I cannot write a letter?

You can ask a family member, friend, your support worker or an organisation like the Citizens Advice Bureau to help you write the appeal letter.

What must I include in an appeal letter?

You need to clearly state in your letter why you are appealing our decision. Your appeal letter should list at least one of the following reasons for the appeal:

1. Perceived unfairness of the action or decision taken.
2. New evidence or information coming to light.
3. Procedural irregularities or errors or failure to apply our policy or procedure properly.

If you do not clearly state the reason for your appeal, we will not be able consider your appeal any further.

What happens once I have appealed?

You will be invited to an appeal hearing within 1 month of us receiving your appeal letter. The appeal will be heard by a member of staff who was not involved in the decision that you are appealing about.

At the hearing, you will be asked questions about the reasons for your appeal. If you are appealing because new information has become available, you should bring this to the appeal hearing if you have not already sent it to us.

Can I bring somebody with me to the appeal?

You may bring someone with you to the appeal. Please let us know 2 days before the appeal hearing if you would like to be accompanied, letting us know who the person is and their relationship to you.

What happens after the appeal hearing?

We will write to you within 10 days of the appeal hearing to let you know the outcome of your appeal. If your appeal is rejected, there is no further right of appeal. If your appeal is upheld, we will let you know what will happen next in the letter we send to you.

If your appeal is upheld and is about being accepted onto our housing waiting list, you will be given a letter when you sign your tenancy. This will set out the things you should and should not do to help make sure your tenancy is a success.

Further information

A full copy of our Appeals Procedure is available on our website at www.epichousing.co.uk.

EPIC Telephone numbers

Customer Services

01782 252575

07838 906952

Tenancy Management

01782 252572

Income Services

01782 252581

Repair line

0800 694 0434

This leaflet can be provided in large print or on coloured paper on request.

Updated March 2017