

Appeals Process

Applicants may make a formal request to the Blue Badge Service to ask for a review of the decision

You can do this by submitting an appeal in writing to the Blue Badge Team Manager within 28 days from the date the decision was made.

Any decision that is the subject of an appeal will remain in force unless a change is agreed at the end of the review process. All applications are carefully reviewed by the Team manager and a qualified Senior Occupational Therapist; therefore, unless further relevant information is produced it is unlikely that the decision will be reversed

Making an appeal

In the first instance an appeal should be directed to the Manager of the Blue Badge Service.

Please note; the helpline operator will not be able to discuss the decision that has been made.

The appeal must be made in **writing** within **28 days** of the date of your refusal and must include the following details:

- Name and address of the applicant (if appealing on behalf of someone else this must be clearly stated and the name and address of both you and the applicant should be included in addition to your relationship to the applicant together with proof of permission to act on the applicants behalf); Or name of and address of organisation
- Reference Number (P Number) this can be found on all correspondence we have sent to you;
- A statement that makes it clear you want to appeal; for example, *"I wish to appeal against your decision not to issue me with a Blue Badge..."*
- A concise statement on the grounds of appeal; **It is your responsibility to explain why you believe the decision made is incorrect and why you feel your individual circumstances meet the regulations;** (**Please note this is mandatory**)
- It is your responsibility to supply up to date supporting medical evidence to support your appeal, **please note your GP may charge you**

You may not request a further assessment unless your badge was refused without assessment.

We will send you a letter in receipt of this and will consider your appeal as soon as we have reviewed your case. **Your appeal will be dealt with in the following way:**

- Reviewed by Team Manager and possibly passed to Senior Occupational Therapist to ensure that all relevant medical information has been taken into account and is compared to The Department for Transport eligibility criteria in order to make a decision.

Following our findings, we will make a decision to either:

Approve the issue of a badge

OR

Uphold our original decision in line with Department for Transport guidance

You have the right to make a new application without prejudice twelve months after the date the appeal was refused. Please note that unless you can supply additional supporting evidence with the new application, it is unlikely the application will be successful. However if you become eligible through one of the automatic qualifying criteria (outlined in your guidance notes sent with your original application form) then you can apply before the twelve month period as long as the supporting evidence is produced.

Aside from the outcome of your appeal; if you are unhappy with the customer service you have received, let us know and we will try to put it right for you

If at any stage you consider that there have been procedural irregularities in dealing with your application aside from the outcome of your assessment you can report your case to the Local Government Ombudsman for investigation into the procedures we have followed.

How to Contact Us

For concerns regarding the service you have received from The Blue Badge Service

Please contact;

Lynne Donnelly
Team Manager
Blue Badge Service
St Mary's House
52 St Leonard's Road
Eastbourne
East Sussex
BN21 3UU

To report procedural irregularities please contact;

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Phone: LGO Advice Team
0845 602 1983

E-mail: advice@lgo.org.uk

Website: lgo.org.uk

