

Access to Work **Reconsiderations:** Your Step-by-Step Guide

Overview

If you disagree with a decision made by Access to Work, you can request a Reconsideration of that decision.

When - within four weeks of a decision that you disagree with, whether that is part of a new application for support, an application to renew your existing support or a change of circumstances.

Why - to request that a new Case Manager review the original decision, taking into account any additional information that you wish to provide.

How - by phoning the [helpline](tel:08001217479) (0800 121 7479) or sending an email to northeast.atw@dwp.gov.uk.

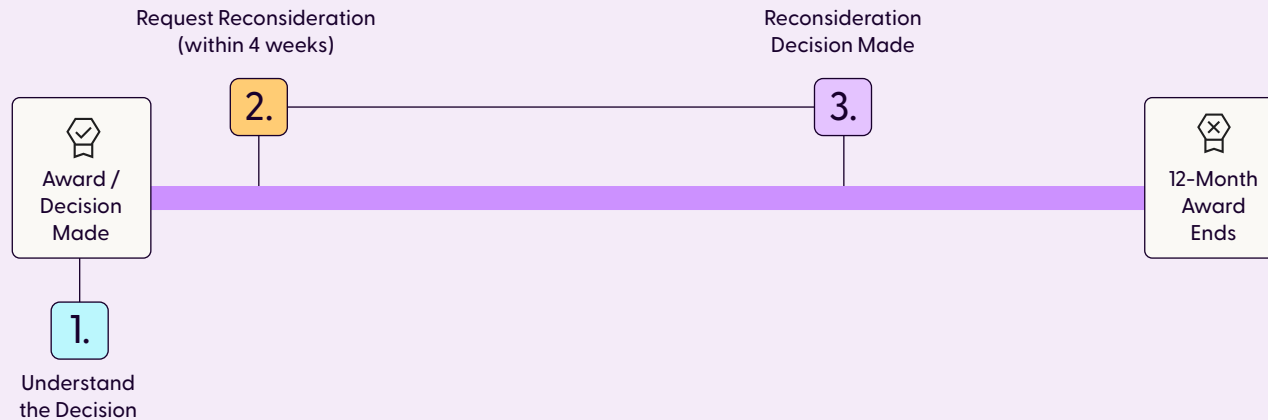
Who - only the disabled person who made the application (or their representative) can request a Reconsideration. If you are an employer, you **MUST NOT** do this on your employee's behalf but you can support them.

Making the Process Easier

Some people find the Access to Work Reconsideration process difficult to navigate. It requires time and energy as well as administration, organisation, communication and self-advocacy. Getting informed about the scheme and seeking personal support can make the process much easier.

You can read about specific ways to help yourself or your employee in our Help Centre.

The Process



1. Understand the Original Decision

Estimated time: 1-2 hours

Read your award/decision letter thoroughly and make sure that you understand what has been awarded, what hasn't and the reasons for each decision. If you are unsure why a particular decision has been made, then contact your Case Manager for clarification.

Sometimes an application for Brain in Hand (either for the first time or as a Renewal) will be rejected. There are a number of reasons why this might happen.

You can read more about these reasons in our Help Centre, as well as some ways to challenge them if you disagree.

Check the date on the letter
- you have 4 weeks from that date to request your Reconsideration.

You can read more about your official award letter in our Help Centre.

2. Request the Reconsideration

Estimated time: 1-2 weeks

You can request a Reconsideration by email (to the email address listed on your decision letter) or phoning the [helpline](#) (0800 121 7479). You may find email easier if you want to provide additional information and paperwork.

In your Reconsideration request, make sure that you clearly explain:

1. Which decision(s) you are asking to be reconsidered.
2. What outcome(s) you want.
3. The reasons you believe the original decision is incorrect.

You could also include information on the following:

1. Your job role.
2. Your disabilities and conditions and how they affect you at work.

3. Your Access to Work application, information you provided, what support you requested, what has been funded, and any reasons for rejection/restriction.
4. Detailed arguments explaining why you consider each decision to be incorrect.
5. An Impact Statement explaining how this decision will affect you and your ability to work in the future.

Attach any supporting evidence such as your Support Worker Record of Tasks form, quotes, diagnostic reports and supporting letters from professionals.

Never assume that your Case Manager will contact you to check any information or ask questions. Give them everything they need to make a decision when you make the request.

3. Receive the Decision

Estimated time: 6–7 months

Your Reconsideration Case Manager will let you know of their decision by post and/or email. Once this decision has been made there is no further route for appeal. If you are still dissatisfied, you may wish to consider submitting a new application for support to Access to Work.

If you are unhappy with the way your case has been handled, you can make a complaint by email (atw.complaintsresolutionteam@dwpgov.uk) or by phoning the [helpline](#) (0800 121 7479).

[You can read more about making a complaint in our Help Centre.](#)

Brain in Hand for your workplace

We collaborate with workplace providers. Speak to our team if you would like to purchase directly, or through your EAP, Occupational Health Provider, Assistive Technology Service Provider, or other existing partners. We are also available through Access to Work.

Speak to our team to find out more:

@ workplace@braininhand.co.uk

braininhand.co.uk/work

01392 247 909