Department for Work & Pensions Procedures ▸ Appeals - Pre 28/10/13

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Appeals - Pre 28/10/13

⚠️ **This procedure is only to be used for appeals against decisions made BEFORE October 28th 2013. This includes any revisions of these decisions even if the revision was completed after this date. For appeals against decisions made on or after October 28th 2013, refer to Mandatory Reconsideration and Direct Lodgement.**

A client or their representative has the right to appeal against a decision, if that decision is about a child maintenance calculation.

An appeal is a formal process, handled by Her Majesty's Courts & Tribunals Service (HMCTS) which is part of the Ministry of Justice. An independent tribunal will take a look at the Child Maintenance Group's (CMG's) decision.

If the CMG decides to change its decision, it will send both parents a letter to confirm the new decision. Either parent can ask the CMG to look again at a new decision or appeal against it if they are still not satisfied.

Disputes can lead to a client making an appeal, when you receive a potential appeal ensure that there are no actions that you can take to resolve it before you raise it as an appeal. Make the client aware of the timescales and of the potential outcomes. Only log as an appeal if you are unable to resolve their dispute and ensure that they fully understand the process. If you have an appeal form or if the letter clearly states appeal, then it must be treated as such and it would be up to the judge to strike out the appeal.

This procedure takes you through the steps to:

- Log and process an appeal

- Determine that it is valid and in time

- Examine the case to see if the client's issues can be resolved before going to tribunal.

When the appeal is accepted, the decision under appeal is examined for errors. If any errors are found the decision is revised. If the revision results in a financial advantage to the appellant it lapses the appeal and if the appellant is still not happy with the calculation they would then appeal against the newly revised decision. If there is no financial advantage to the appellant or the revision is not in their favour, then the appeal continues against the newly revised decision.

The appellant can withdraw their appeal at any time.

When the decision cannot be revised in favour of the appellant, or the appellant does not wish to withdraw their appeal, you need to prepare a response to HMCTS. For more information refer to Appeals - Tribunal Preparation.

This procedure is dealt with by the appeals team.

ℹ️ Clients should be encouraged to ask us to look at our decision again rather than go straight to appeal.

ℹ️ While a decision is being looked at again or appealed against, the non resident parent must still pay child maintenance until the issue is resolved.

During an appeal, it may be necessary to use HotDocs documentation. HotDocs is a specialist programme available to the central appeals unit to develop standardised documents for appeals work.

This includes all submission shells, notifications of reassessments done, blank letters and memos and other general documents needed throughout the appeals process. For more information refer to the following HotDocs link: HotDocs

For more information refer to the Policy, Law and Decision Making Guidance ⚖️
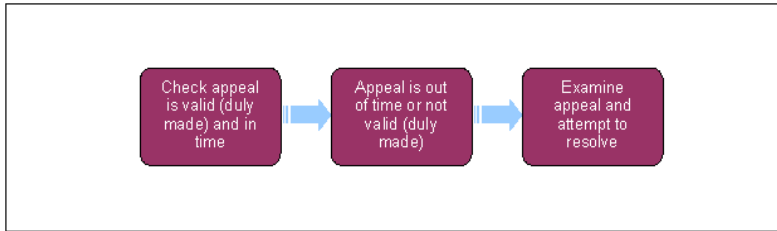
When speaking to clients always use the new terminology. For more information refer Terminology Changes.

This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

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This includes all submission shells, notifications of reassessments done, blank letters and memos and other general documents needed throughout the appeals process. For more information refer to the following HotDocs link: HotDocs

Receive appeal

An appeal can be received directly from the client or via the Tribunals Service. It is likely that the client has been through the dispute process prior to making an appeal. For more information refer to Dispute Resolution. Ensure that the client is appealing the decision and not just asking for an explanation or disputing the decision before you log it as an appeal. However, if the client specifically states that they want to appeal then you must treat it as an appeal.

For more information on appeals refer to the Policy, Law and Decision Making Policy Guidance

1. When an appeal form or letter is received into the Child Maintenance Group (CMG) create a service request (SR) using the following:

- **Process = Escalated Enquiries**

- **Area = Appeals**

- **Sub Area = Appeal Against Decision**

Enusure that any scanned correspondence is attached to the SR and the original immediately sent to the appeals team. Update the SR **Status** to **Pending Assignment**.

The SR and casegroup will automatically route to the appeals team.

Team leader action

2. Allocate the **Appeal** SR to a case worker.

Caseworker action

i The **last name** and **source** fields should already be populated when you open the SR, however these will need to be completed if they are not.

3. Update the SR status to **in progress**.

4. Link the SR through the **Related SR** tab to the SR containing the decision being appealed and the dispute SR, if there is one. For SRs that can't be linked, make a note of the original SR number and record it in the **Appeal** SR **Notes**.

i You can only link SRs that are linked to the same contact. If a receiving parent appeals a decision relating to the paying parent's details, the original SR will be linked to the paying parent and the Appeal SR will be linked to the receiving parent. In this situation, you can't link the SRs. Record the details of the original SR in the Appeal SR Notes instead.

5. In the **More Info - Escalated Enquiries** tab update all relevant fields with appeal information, this will be found on the appeal form/letter and you will also need to investigate the linked SRs to obtain the information needed. If the appeal is **out of jurisdiction** you need to log the appeal by following this procedure up to **step 11** and then go to **step 33**.

   - The **Decision Appealed** drop down - this is where you will enter the reason for the appeal.

   - The **Priority** dropdown will be defaulted to **3-medium**. You do not need to change this.

   - **Date Logged** - this is the date the appeal form/letter was received and scanned by Xerox.

   - **Duly Made Decision Date** - this is used to capture the duly made date and you may have to return to complete this field later. The duly made date will be one of three dates;

     - The date the appeal form/letter is received if the appeal is valid

     - The date the missing information is received if the appeal is invalid.

     - The date the judge makes the decision to accept the appeal if it is out of time.

   - **HMRC Tax Year** drop down - this is for the tax year of the decision being appealed and you will enter the start year. Eg for the tax year 10/11 you will enter 2010.

   - The **Appeal Details** notes box - complete the box with the appeal reason and any relevant information from the appeals form.

   - The **Original Decision Date** box - this is the date the decision being appealed was calculated ie the calculation performed date.

6. ⚠ When an appeal form or letter is received into the Child Maintenance Group (CMG) a Transitioned Case Check must be completed. Select the **paying parent surname** and then select the **More Info** tab and check the **Transition Date** and **NRP Case Group Look Up** fields, Where both fields show:

   - **Transition date** = Any date before 30/06/2014

   - **NRP Case Group look Up** = Reactive Transition with Pause

   Go to the **procedural exceptions** tab and complete the steps for the **Transitioned case group - Initial effective date checks.**

Check appeal is valid (duly made) and in time

Valid (duly made)

For an appeal form to be accepted as valid (duly made) it must include:

- The decision being appealed
- The date on the decision letter
- Why they (the appellant) think the decision is wrong
- The name and address of the appellant and/or representative
- The correspondence address – if appropriate

  also

- The form must be signed
- The form must be written in English or Welsh

7. If all of the information has been provided, go to **step 10** to consider if the appeal has been made in time. If the form is not signed or information is missing go to **step 8**.

8. If a letter or appeal form has been received unsigned, it must immediately be copied and the original returned to the appellant for a signature. If some information is missing issue letter CMSL5972. You then need to attempt to call the client to gather the missing information. Discuss the reasons for the appeal and update the **Findings** box. If three call attempts over two days have failed, update the SR **Sub Status** to **Awaiting Client Response** and then wait seven days to check SR for return. Once all of the information has been provided, go to **step 10** to consider if the appeal has been received in time.

   - If no reply to the letter CMSL5972 is received, the appeal needs to be sent to HMCTS and they will advise you on the next steps to take. Go to **step 18**.

9. Once all of the information needed is provided, update the SR with the **duly made decision date**, see **step 6** for more information. Use the **Findings** box to record any other relevant information that has not been captured

10. In the **Reason/Resolution** tab, input the reason for the appeal using the drop downs in the reason tab and capture any notes.

11. Select the **Case Party** tab in the **Reason/Resolution** tab to capture all of the relevant parties, specify the role of each party and capture any comments.

    The Child Maintenance Group (CMG) is the first respondent, but it is not necessary to enter this information.

12. You now need to update the **Tribunal** dropdown in the **Escalated Enquiries** tab to **First Tier Tribunal**.

    Although the case is not at first tier tribunal stage you need to do this in order to create the correct activity plan.

13. Update the activity plan with the activities completed and update the **Sub Status** to **First tier Tribunal**. Save the record to generate activities you need to complete.

In time

14. Consider if the appeal has been made in time and update the **Within Time Y/N** drop down.

Appeal received within one month:

For an appeal to be accepted as in time it must be made within one month of the date of the original decision or the refused to revise date. If the appeal was received within one month, go to **step 15.**

Appeal received after one month but within 13 months – good cause:

- Late appeals received after one month, but within 13 months, may be accepted if they are late because of one or more of the following reasons:

  - The appellant's partner or dependant has died or suffered serious illness

  - The appellant lives outside of the UK

  - The normal postal services were disrupted

  - Some other special circumstance exists, which is wholly exceptional and relevant to the Social Security & Child Support (Decision and Appeals) Regulations 1999.

  If the reason for lateness is not on the appeal form, you can contact the appellant by telephone and accept the reasons verbally, however, you must fully document the reasons in the **Notes** box. CMSL5980 needs to be issued if you cannot contact the appellant by telephone. If you accept the reasons for lateness from the appellant, you are now required to ask the other party/ies for their observations. Go to **step 16**.

Appeal received after one month but within 13 months – no good cause:

- If you do not accept the reasons for lateness, the appeal needs to be referred to HMCTS, who will be responsible for contacting the other party. Go to **step 19**.

Appeal received more than 13 months after the date of the decision

- For late appeals outside of 13 months of the date of the decision, there is no longer a right to appeal and the case needs to be referred to HMCTS for further guidance. Go to **step 20**.

Valid appeals

- A client has the right to appeal if:

- We refuse to look again at a decision the client has asked us to review

- The client disagrees with the change we make to a decision they have asked us to look at again

- We refuse to calculate child maintenance

- A client could potentially appeal for any reason and we would have to go through the process and let a judge dismiss it.

Appeals cannot be made and will be automatically rejected (the client will be signposted to the appropriate court) if:

- The client is unhappy with the service they've received – this needs to be a complaint. However, we cannot refuse an appeal and it would be progressed. It would be up to the judge to 'strike out' the appeal.

- Paternity disputes – magistrates' court

- Paying parent is unhappy about a deduction of earnings order (DEO) that has been imposed – magistrates' court

- Paying parent is unhappy about a deduction order (DO) being imposed. – magistrates' court

15. Once you have decided if the appeal is valid/in time and have all necessary information issue letter CMSL5975. Go to **step 23**.

Appeal is out of time with valid reasons - good cause

16. When an appeal is received outside of one month but within 13 months of the date decision, it is deemed to be late. If the reasons for lateness would be accepted, you need to ask the other party/parties in the case for their observations. Issue CMSL5990 to the other party/parties this will also ask if they want their information to be redacted (edited). Set a **Wait** activity for **16 days**.

    ℹ️ The other party/parties are not informed of the content of the appeal, they are only asked to give observations on the reasons given for the appeal being late.

    For more information on appeal time limits refer to the Policy, Law and Decision Making Guidance ⚖️

17. When the other party/ies reply, you need to take action based on their observations.

18. 📞🏠 If an objection is received, the case must be sent to HMCTS to decide if the appeal will be accepted.Go to **step 22**.

    - If no objection/response is received from the other party/ies continue with the case and assume no redaction is required. Go to **step 23**.

Appeal is out of time (between one and 13 months) - no good cause

19. 📞🏠 If the appeal is out of time (e.g. made outside of one month but within 13 months) and you do not accept the reasons for lateness, send all of the information you have to HMCTS with CMSL5983 and they will then decide if the appeal can be admitted. Call the client to keep them informed of the actions you have taken and the expected time scales. If no contact can be made via the phone, issue CMSL5965. Go to **step 23**.

Appeal is out of time (beyond 13 months)

20. 📞🏠 If the appeal is out of time (e.g. made outside 13 months), send all of the information you have to HMCTS with CMSL5983 and they will then decide if the appeal can be admitted. Call the client to keep them informed of the actions you have taken and the expected time scales. If no contact can be made via the phone, issue CMSL5965. Go to **step 23**.

Appeal not valid (duly made)

21. 📞🏠 If the client has not sent all of the information we have requested and the appeal is therefore not duly made, send all of the information you have to HMCTS and they will then decide if the appeal can be admitted. Call the client to keep them informed of the actions you have taken and the expected time scales. If no contact can be made via the phone, issue CMSL5965. Go to **step 23**.

Objections received from other party/ies

22. 📞🏠 When the other party/ies have objected to the reason for lateness, send all of the information you have to HMCTS with CMSL5983 and they will then decide if the appeal can be admitted. Call the client to keep them informed of the actions you have taken and the expected time scales. If no contact can be made via the phone, issue CMSL5965. Go to **step 23**.

    ℹ️ HMCTS will only accept a late appeal if it is satisfied that the appeal:

    - Has a reasonable chance of success

    - Is being made in special circumstances

    - Is no more than a year after the time limit for appeal

■ HMCTS decides there was some other exceptional reason why the client could not appeal within the time limit.

23. HMCTS will respond and advise you whether or not the appeal is accepted. They will respond to the appellant directly.

   ■ To continue with the appeal, go to **step 24**

   ■ To close the appeal, update the **Resolution Code** to **Appeal Withdrawn/Appeal Rejected/Not Duly Made** and update the SR **Status** to **Closed** and the **Sub Status** to **Complete**. It might be appropriate to complete a change of circumstances (CofC)/supersession. Refer to the relevant procedure for more information.

Examine decision under appeal and attempt to resolve

i Resolution may require refunds, apologies or other measures.

24. Update the **TAS Ref** field in the **Escalated Enquiries** tab – this is provided by HMCTS after they log the appeal on their system. If you have not had contact with HMCTS at this point, then you will not have a reference number just yet. If you have not already contacted the third party/ies send letter CMSL5974 to inform them of the appeal and ask if they want their information to be redacted (edited). Create a **Wait** activity for **16 days**. The client has 16 days to reply to the letter, but you can continue with the case without waiting for the reply to come back as it likely to take more than 16 days to get the case to the redaction stage. If no reply is received, assume that no redaction is required and continue with the case as normal. For more information refer to Appeals - Tribunal Preparation.

   i Redaction is when we blank out information so that it cannot be seen by all parties. This is used when the receiving parent doesn't want the paying parent to know their current address - only when the paying parent doesn't already know the address and vice versa.

25. Examine the decision under appeal to identify if there are any errors in the maintenance calculation in relation to the issues raised in the appeal. If you identify errors they need to be revised. For more information refer to the relevant revision procedure in related items.

   ■ If the revision results in a financial advantage to the appellant it lapses the appeal, so if the appellant is still not happy with the calculation they would need to appeal again against the newly revised decision. Issue CMSL5982 to the appellant, CMSL5988 to the other party/ies and update the **Resolution Code** to **Appeal Lapsed** and close the SR.

   ■ If the revision results in no financial advantage to the appellant or if the outcome is not in their favour, the appeal continues against the newly revised decision. The revision SR needs to be linked to the appeals SR if it is not already.

   i While a decision is being looked at again or appealed against, the paying parent must still pay child maintenance until the issue is resolved.

26. As part of the investigation an income breakdown may be required. To do this, select the **Income Breakdown** in the **Escalated Enquiries** tab. Select **Go To Contact**, **Customer Profile**, **Income/Employment Details** and **Earned Income Breakdown HMRC.**

27. When the appeal cannot be resolved, the case will need to be sent to HMCTS. For more information refer to Appeals - Tribunal Preparation.

   ■ When steps can be taken to resolve the appeal, in the **Reasons/Resolutions** tab go to **Resolutions**, link the resolution being taken with the reasons input at **step 10**, draft a **Resolution Plan** and update the **Resolution box** within the Reasons/Resolutions tab.

28. Call the client to give them a full explanation and inform them of the resolution actions being taken. At this point you need to ask the client if they intend to continue to tribunal or if they will consider withdrawing the appeal. If call attempts have failed, update the SR **Sub Status** to **Awaiting Client Response** and issue letter CMSL5965 then set SR **Sub Status** to **Wait** for **seven days** before checking for return. Update the **Client Approval** drop down in the **Resolutions** tab. If they agree to withdraw the appeal, you need to discuss the process, inform them that they need to confirm this in writing and issue CMSL5966.

29. Complete all resolution action agreed by selecting **Resolution Action** to create a child SR.

    Resolution could include CofC, changing the effective date, etc., and each resolution will have its own activity plan to follow.

30. When the client returns the withdrawal form CMSL5966 and agrees to close the appeal, update the **Resolution Code** to **Decision Revised – No TS** and change the SR **Status** to **Closed** and the **Sub Status** to **Complete**. Issue CMSL5969.

31. If the client does not return the letter agreeing to appeal closure after seven calendar days, contact the client as a courtesy call/reminder. If the form has not been returned after 14 calendar days continue to **step 32**.

32. When the client does not agree to close the appeal or does not return the appeal form, you will need to prepare for tribunal. For more information refer to Appeals - Tribunal Preparation.

Out of jurisdiction

Out of jurisdiction is when a client tries to appeal against something that is not a decision eg arrears amount.

When this happens you will attempt to speak to the appellant to explain why the appeal is out of jurisdiction. If the client insists on appealing you must treat it as an appeal, however, you will first send an out of jurisdiction (OJ) proforma to HMCTS and await their instruction on whether or not the appeal has been struck out or is to continue.

33. After logging the appeal (**steps 1 - 11**) you need to speak to the appellant to advise them that the appeal is out of jurisdiction and invite them to withdraw the appeal.

34. If the client agrees to withdraw the appeal, you need to discuss the process, inform them that they need to confirm this in writing and issue CMSL5966. When the client returns the withdrawal form CMSL5966 and agrees to close the appeal, update the **Resolution Code** to **Appeal Withdrawn** and change the SR **Status** to **Closed** and the **Sub Status** to **Complete**. Issue CMSL5969.

35. If the client does not agree to withdraw the appeal or does not return the withdrawal letter (**step 31**) you need to create an OJ Proforma using HOTDOCS gather any appeal documents i.e. appeal form and any other evidence attached to it at the point of appeal, and complete an AT37. You need to send all of these documents to HMCTS for consideration by a judge.

36. The judge will make a decision as to whether there is jurisdiction to hear the appeal. The judge may decide to contact the other respondents, but don't always.

37. If the judge says there is jurisdiction, it comes back for a full response to be written then returned to HMCTS for a hearing. For more information refer to Appeals - Tribunal Preparation.

38. If the judge says there is no jurisdiction, the appeal is rejected (struck out), if this happens you need to set a **wait** state for 49 days as you must keep the case papers in case the appellant challenges the Judges decision and the appeal is re-instated. At the end of the **wait** state the appeal papers are sent to storage to be retained with the other case papers if the appellant has not challenged the decision. If the appeal is re-instated go to **step 37**.

39. You can close the SR by updating the Resolution Code to **Struck out by Tribunal Service** and change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

Mandatory Reconsideration and Direct Lodgement came into force in respect of child maintenance decisions in Northern Ireland from 11 July 2016.

Therefore, this procedure is only to be used for appeals against decisions made BEFORE 11th July 2016. This includes any revisions of these decisions even if the revision was completed after this date. For appeals against decisions made on or after 11th July 2016, refer to Mandatory Reconsideration and Direct Lodgement.

Replace Child Maintenance Group (CMG) with the Northern Ireland Child Maintenance Service (NICMS).

Replace Her Majesty's Court and Tribunal Service (HMCTS) with The Appeals Service (TAS).

Replace Ministry of Justice with Department of Justice for Northern Ireland.

Replace decision date 28th October 2013 with 11 July 2016.

Transitioned case group - initial effective date checks

Transitioned case group - initial effective date checks

1. Check the initial effective date of the case on the system and confirm whether the effective date held aligns with the date the letter notifying of the liability was issued (CMSL0039 or CMSL0084 for Receiving parent applications and either CMSL3400, CMSL4096 or CMSL4101 for paying parent applications), the aligning is based on the phase 1 rules for setting the effective date. Steps to confirm the effective date are listed below. The phase 1 rules were:

   - **For letters issued by the system** - The date the system created the letter which informs the Paying Parent of their 2012 Scheme liability + next working day + two calendar days
   - **For letters issued clerically** - The date the letter was issued clerically + two calendar days

   (i) Some clerical letters were issued with just one calendar set instead of two, a decision was made at the time to allow these

2. If the initial effect date aligns with the letter issue date, then the case can continue as normal. For the cases that don't align, an incident will need to be raised with the area advice centre (AAC) and the customers expectations managed in regards to possible delays until the issue is resolved.

Confirming the effective date and letter issue date

2012 scheme case that triggered transition

1. In the **Case view**, select **Activities**.
2. Select **Query**, in **Type**, select **Letter Outbound – Auto** from the drop down pick list to view all system letters issued for case then select and drill down on relevant record for **Liability Statement (Applicant Type = PWC)** or **Issue Maintenance Calculation Decision for NRP (Applicant Type = NRP).**
3. Select **Go To Correspondence** to view Letter Template.
4. Under **Template Name**, view **Created field** to confirm date system created the letter
5. Check **Status** field to confirm that letter was successfully fulfilled
6. Select **Open Generated Document** to view actual letter on the system
7. The Effective Date in the letter should align with Letter created date + Next Working Day + 2 calendar days

   Example:

   - Letter created date = 18/09/2013
   - Next Working day = 19/09/2013
   - Initial Effective Date = 21/09/2013

8. In the **Summary Case Details**, view the **Effective Date** field. If this date does not match the Initial Effective Date, then the effective date on the case needs to be changed to align with this date (action to amend this date on system will be taken in certain case scenarios). If there is no record of any system generated letter being created or successfully fulfilled, then you will need to confirm whether a clerical letter was issued and obtain details of when the letter was issued.

   (i) Where there are cases that have transitioned, a check will need to be made to ensure the effective date is correct. For more information see **Cases that have transitioned below**.

9. If you are unable to establish the correct Initial Effective Date you should refer the case to Advice and Guidance to provide guidance on the correct initial effective date. Where Advice and Guidance determine there is no evidence that the Effective date letter has been issued refer to **Corrective Action** below.

Cases that have transitioned

For Phase 1 where 1993/2003 scheme cases have had the liability ended for reactive transition, the liability is ended the day before 2012 Scheme liability starts to ensure that these clients have continuous liability, if 2012 Scheme effective dates are changed, this means that the Transition Date (Legacy Liability End Date) must also be changed.

This action is only required where legacy cases had on-going liability at the point of transition.

1. In **Case view**, navigate to the **More Info** tab of each case. If the **Application Type** field shows **Reactive With Pause** then the case had a legacy liability at transition, if not no further action is necessary.

2. Select the **Paying Parent's surname** and navigate to the Paying Parent's **More Info** tab

3. The **Transition Date** field shows the date legacy liability end date, where this date needs to be changed to align with a revised 2012 Scheme initial effective, the revised date must be recorded in **Notes** as it cannot be changed on the system.

4. As the 1993/2003 scheme case is closed, a revised transition date will need to be provided to the 1993/2003 Re-Assessment Team so a clerical adjustment to the 1993/2003 scheme liability and arrears can be made. Email the case details to **CM 2012 Scheme 1993-2003 reassessment team**.

Corrective action

For both the 2012 scheme case and the transition case, where it is identified that the effective date needs to be changed, corrective action will also need to be taken. The action is dependent on where the case's are in their lifecycle:

- **Pre-Initial Effective date** - Your team leader has the steps necessary to correct the effective date

- **Post-Initial Effective date** - Raise an incident via AAC who can provide case specifics steps

For further information on letters to clients refer to Letters (Outbound) - Send to Client.

CMSL5914 We need more information about your appeal

To appellant asking for more information needed so that their appeal can be processed. (not to be used where the form has not been signed)

All fields in this letter are system generated. Review the letter before sending.

CMSL5965 Appeal against a child maintenance decision

A blank letter template to be used when writing a non-standard letter in an appeals case so the correspondence can be stored on the central system. This could be anyone connected with the case i.e. Paying Parent, Receiving Parent.

Select one of the following optional paragraphs:

- If addressee is appellant, use paragraph TM_02797_E "Your child maintenance appeal"

- If addressee is other party, use paragraph TM_02798_E "Child maintenance appeal made by (other party)"

Enter the information you wish to relay to the client in the free text area. Review the letter before sending.

CMSL5966 Withdrawing your appeal

(To appellant who has agreed to withdraw their appeal. They need to return the withdrawal form to us.)

CMSL5969 Important information about your appeal

To appellant who has agreed to withdraw their appeal and returned their completed withdrawal form to us.

All fields in this letter are system generated. Review the letter before sending.

CMSL5980 We need some information about your appeal

Letter to appellant asking why the appeal is late.

CMSL5983 Request for an "out of time" decision

Letter to HMCTS/the appeals Service asking for them to consider appeal as Out Of Time.

Select from the following optional paragraphs:

TM_08412_E "Please note - neither the apellant nor the respondent in the case has made a confidentiality request in the potential appeal"

TM_08413_E "Please note - the appellent in this case has made a confidentiality request"

TM_08414_E "Please note - the respondent in this case has made confidentiality request"

TM_08415_E "Please note - both the appellent and the respondent in this case have made a confidentiality request"

TM_08416_E "In addition to the information given in the first paragraph, the customer also disputed the decision with the Child Maintenance Service"

CMSL5988 Important information about your child maintenance case

Letter to the respondent advising that CAU/Appeal Unit has revised decision under appeal and therefore appeal will not go to tribunal.

Appeal - Tribunal Preparation

Complaint - Resolution

Complaints Overview

Dispute Resolution

ICE

Paper file - Dismantle

PHSO

Security Check

Terminology Changes

Work Management