

How to appeal against a decision you don't agree with:

Not happy with a decision taken by the staff team? Appeal it!

We don't always get things right, and sometimes we might make decisions that you don't agree with. This might be around banning one of your friends from the building, issuing you with a warning for breaking the house rules or if we've given you a Notice to Quit your room at the project. If you don't agree with us, make an appeal and an independent person will review your situation.

Right to Appeal:

Something in your support plan:

You have the right to appeal if you are not happy with anything in your support plan. You can discuss it with your key worker to amend the plan but if you still feel unhappy you can contact the team leader, who will come and talk to you.

Notice to Quit:

If you are issued with a Notice to Quit you have the right (in almost all cases) to appeal against the decision.

Your appeal should be in writing as a letter or email, and staff at the building can assist you if you want help putting your point across. The appeal must be received within 7 days of the date of you being given the notice. Your appeal will be reviewed by an Appeals Panel, and when the final decision is made a member of the panel will visit you in person to explain their decision.

In most cases if somebody receives a Notice to Quit they have a 28 day notice period, and they can appeal. However, if you have committed a serious breach of house rules and you receive an immediate Notice to Quit you do not have the right to appeal.



Complaints, Complements & Concerns

If you've got any good or bad feedback we'd like to hear it: You can write, email, text or ask to speak to a manager and we'll get it organised. We are also developing a comments and feedback section on the Empanda website.