

**OFFALY COUNTY COUNCIL  
COMHAIRLE CHONTAE UIBH FHAILI**



**HOUSING SERVICES APPEAL FORM**

<b>NAME OF PERSON MAKING APPEAL:</b>	
<b>ADDRESS:</b>	

<b>Phone No.:</b>		<b>Mobile:</b>	
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**WHAT DECISION MADE BY OFFALY COUNTY COUNCIL DO YOU WISH TO APPEAL?**

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**DATE YOU WERE NOTIFIED OF THE DECISION?**

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**NAME OF COUNCIL STAFF MEMBER YOU WERE DEALING WITH?**

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**ON WHAT BASIS ARE YOU APPEALING AGAINST THE COUNCIL'S DECISION?**

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**HAVE YOUR CIRCUMSTANCES CHANGED SINCE THE DECISION WAS MADE BY THE COUNCIL?**

YES / NO  
DETAILS

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**APPLICANTS SIGNATURE:**

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**DATE:**

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**Note:** Offaly County Council make all decisions in relation to housing supports in accordance with national legislation and Council policy and procedures. Applicants who are not satisfied with the underlying reasons for a decision made by the Housing Section have a right, in the first instance, to ask the officer involved to review the decision. If you disagree with the principle of the decision you have the right to make an Appeal on the attached form which must be submitted to the Senior Executive Officer, Housing Section.

An Appeal will only be considered by Offaly County Council in the following circumstances:

- Customers using the services provided by Offaly County Council Housing Section may appeal against a decision made by the Housing Section where the customer believes that the basis of the decision is incorrect or that incorrect information was used by the Council in reaching a decision
- The customer's query on the decision should first be addressed to the person who notified the customer of the decision. Where the customer is not satisfied with the response he/she should be advised that a formal written appeal may be made to the Senior Executive Officer on the attached Appeal form
- You must clearly state the reasons for making the appeal. Give details including dates, staff involved and any other relevant information (attach a separate sheet and relevant supporting documentation if necessary)
- All Appeals must be made on this form and must be signed by the appellant/s. The Appeal must be made within 3 weeks of the original decision being made by the Council
- A response to your Appeal will be made within 10 working days
- Should your appeal be rejected by the Senior Executive Officer, Housing Services, you may make a further appeal to the Director of Housing Services who will respond to your appeal within a further 10 working days
- Should your appeal be rejected by the Director of Services, Housing you may make a final appeal to the Ombudsman at 18 Lower Leeson St., Dublin 2. The Ombudsman is independent of Offaly County Council

Offaly County Council will:

- Investigate the appeal in a fair, impartial and confidential manner
- Publicise the names/positions of the relevant staff member who deals with appeals
- Reserve the right to cease responding to vexatious or repetitive appeals
- Maintain files and records of active and resolved appeals
- Monitor trends and significant issues arising from successful appeals at management level
- Provide feedback to applicants about successful appeals and state what changes were made to Housing Section policy or practice as a result of successful appeals
- The SEO, Housing Section will confirm the result of the appeal to the appellant in writing

<p><b>RETURN THIS FORM TO:</b></p> <p>Senior Executive Officer, Housing Department, Offaly County Council, Áras an Chontae, Tullamore, County Offaly</p>	<p>Phone: 057 93 46800</p> <p>Fax: 057 93 46868</p> <p>Web address: <a href="http://www.offaly.ie/">www.offaly.ie/</a></p> <p>Email: <a href="mailto:housing@offalycoco.ie">housing@offalycoco.ie</a></p>
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