

How to Appeal Your Non-Medical Help Support

If you think a decision we have made in relation to your assessment of need is incorrect for any of the following support assistance, you may have the right to appeal.

- Social Mentoring
- Academic Mentoring
- Library Assistance
- Laboratory Assistance
- Note Taking Assistance

An appeal is a formal request to ask us to review our Disability Advisory Service decision either on whether you are entitled to a particular type of support, or on the amount of assistance we have awarded to you.

If you are unhappy with the standard of service you've received you should use our University of Reading complaints process – see https://www.reading.ac.uk/web/files/stdserv/Master_copy_-_Student_Complaints_Procedure.pdf

If you require assistance with your appeal you should contact the RUSU – see <http://www.rusu.co.uk/advice/welfareadvice/>

The following diagram shows how the appeals process works:



If you wish to appeal against our not decision to award you non-medical assistance or you disagree with how the amount of assistance has been calculated then you can appeal in one of three ways:

- **By making an appointment** with one of our Disability Advisers, this will enable us to understand your issues and concerns. The Disability Advisory Service expects that the majority of appeals can be resolved informally through discussion and negotiation. To make an appointment either send an email to disability@reading.ac.uk or contact us on: **Tel: 0118 378 8921/6602**.
- **By sending an email** to disability@reading.ac.uk detailing the assistance type you are appealing and why you consider our decision to be wrong. You should also include the outcome you are seeking and enclose any evidence which supports your case.
- **Or by writing to us** at: **The Disability Advisory Service, University of Reading, Carrington Building, Whiteknights, Reading RG6 6UA**. In your letter you should detail the assistance type you are appealing and why you consider our decision to be wrong. You should also include the outcome you are seeking and enclose any evidence which supports your case.

On receipt of your appeal by email or letter, our dedicated team will issue an acknowledgement within 5 working days of the appeal being received and we will send you a full response within 10 working days.

If you are not satisfied with the outcome of your appeal you can escalate your appeal to Head of Wellbeing. Again, an acknowledgement will be sent within 5 working days and a full response within 10 working days.

Finally, if you are still not satisfied you can ask for your appeal to be referred to an Independent Assessor who is completely impartial and independent of the Disability Advisory Service and University of Reading. The recommendations of the Independent Assessor will be final.