

Asking for a review

In this leaflet, you can find out:

- how to apply for a review;
- who should apply for a review;
- how long it will take to review the decision; and
- what happens if you don't agree with the review decision.

Who is this leaflet for?

This leaflet is for you if you are not happy about the decision made in your case.

Important note

You should keep your reference number safe. You should quote this number every time you contact us.

When we consider an application under the review process we look at it again and assess whether we need to make further enquiries. It is important you understand that we can increase or reduce the decision or keep it the same as the original decision (see paragraph 60(1) of the Scheme).

Who should apply for a review?

You should apply for a review if:

- you think our decision was wrong;
- you think we have not taken account of all the relevant information;
- you think we have looked at the wrong information; or
- you have any further information you would like us to consider.

How do I apply for a review?

If, after reading all the information we sent you, you disagree with our original decision, you must write to the address on our letter to ask for a review. We have enclosed a form for you to use.

You should:

- tell us why you think the decision is wrong; and
- send with your form any further information you want us to consider.

You do not need to use paid representation when applying for a review. If you do decide to get paid representation we cannot meet the costs of this.

We must receive your review request within 90 days of the date of our decision letter. We may extend this time limit, but only if you have contacted us in writing and there are exceptional circumstances that justify doing so.

How long will it take?

If we don't need further information we aim to tell you our decision within six weeks of passing your application to a claims officer. If we need further information we aim to tell you our decision within six weeks of receiving that information. We will keep you up-to-date throughout.

What happens if I do not agree with the review decision?

You can appeal against the decision and we will let you know how you can do this. Any appeal will be dealt with by the Tribunals Service – Criminal Injuries Compensation, which is an independent body.

Other help

Victim Support provides free support and information for anyone who has been affected by crime. You will find details of your local Victim Support branch in

the phone book, or you can contact the Victim Supportline on 0845 303 0900. You can find out more about the help available from Victim Support at www.victimsupport.org

CICA
Tay House
300 Bath Street
Glasgow
G2 4LN

Freephone: 0800 358 3601

Lines are open from 8.30am to 8pm on
Mondays to Fridays, and from 9am to 1pm
on Saturdays

Website: www.cica.gov.uk

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