

# Appeal Process

When we issue a decision the consumer and provider receive a notification asking them whether to Accept or Reject the decision. If the consumer rejects the decision, the case will close.

## 01 Appealing a Decision

It's possible to Appeal a decision, if;

- There is new evidence
- There's a factual error (that may impact the outcome)

## 02 Reviewing the Appeal

- The Appeal is allocated to a new case handler to review

## 03 Final Decision

- A final decision is issued, only the consumer has 14 days to Accept or Reject the decision

## 04 Case Closure

- If Accepted, the case then goes to the remedy implementation stage
- If Rejected the case is closed