**Children With Disabilities Service**

**Decision Review Process for Community Resources Panel**

**FACT SHEET**

**Aims**

The aim of the Decision Review process is to give Parent/Carer or their representative an opportunity to make representations as to decisions made at Community Resource Panel and whether any further information not already provided is needed to inform a decision. It is also to provide transparency in decision making.

**Decision Review**

* A decision is made at Community Resource Panel which is communicated to the family by letter or email and is supported by the worker who presented to Panel.
* The decision letter explains the reasons for the decision as well as how to request a decision review.
* A request to review and a Community Resource Panel decision must be made within six weeks of the original Community Resource Panel date. This is to provide enough time for the parent/carer or representative to receive the Community Resource Panel outcome and send further supporting evidence to be heard at the next available Community Resource Panel date. Supporting evidence must include the reasons why the parent/carer or representative wish for this to be reconsidered and must provide reasoning and any new supporting information they believe Community Resource Panel was not able to consider at first presentation to Panel.
* Community Resource Panel will reconsider their decision, taking account of the parent/carer or representative’s comments and new information.
	+ The outcome of the Decision Review will be sent in writing to the parent/carer or representative with a rationale and explanation of the reasoning for the decision made.

**Complaint**

If the parent/carer or representative is unhappy with the outcome at Community Resource Panel they may make a complaint at any time following the panel decision.

Website: <https://www.birminghamchildrenstrust.co.uk/info/6/contact_us/41/give_feedback_or_complain_about_birmingham_childrens_trust>

Email address:

CustomerRelations@birminghamchildrenstrust.co.uk

**Further information about support available for children with disabilities can be found here:**

[birminghamchildrenstrust.co.uk/ChildrenwithDisabilitiesService](https://www.birminghamchildrenstrust.co.uk/ChildrenwithDisabilitiesService)

[localofferbirmingham.co.uk](https://www.localofferbirmingham.co.uk)

**Our Contact Details:**

Birmingham Children’s Trust

Children With Disabilities Service

1 Lancaster Circus

PO BOX 15887

Birmingham B2 2RZ

Tel: 0121 303 1888

Emergency out of hours: 0121 675 4806

Email: CWD.Business.Support@birminghamchildrenstrust.co.uk