

Date 8 May 2018

Dear Tribunal User,

**Submit Your Appeal Online**

I am writing to you to draw your attention to our new **Submit Your Appeal** feature which will allow some users in the South East (not London) and the Midlands to **submit their appeal online**. This new service dispenses with the need for printed forms and postage, can be accessed from PCs, mobile phones or tablets and is available 24 hours a day, 7 days a week. Further advantages are that the appeal is submitted instantly to HMCTS, registered on our case management system by the next working day and transmitted electronically the same day to DWP, eliminating any delay caused by postal transfers. The service is currently in **pilot** and restricted to **PIP appeals in the Midlands and South East England**.

You can access the new service, hosted on Gov.uk, using the link below. Once you access the webpage, scroll down the page to Section 4 ‘*Start an Appeal’* and click on the green ‘*Start Appeal’* button.

<https://benefit-appeal.platform.hmcts.net/start-an-appeal>

A series of initial sift questions will confirm that the user is eligible for the pilot service and then the user will navigate through a series of questions, like those currently in the SSCS1, which will populate an online appeal form. Once the appeal is submitted, the user is invited to participate in a satisfaction survey and to feed back any comments they may have on how the service could be improved.

Although the pilot service is currently restricted to **PIP appeals** in the **Midlands and South East**, the intention is to extend the geographical coverage of the service. Before we can do this, however, we need to ensure that the new service has been tested robustly through the pilot and to do this we need to receive sufficient volumes of online appeals to prove that it works effectively and meets users’ needs.

In order to make sure that we can extend the service more widely, we need **more appeals to be submitted online**.

You could support the development, enhancement and expansion of the new service by

* Making appeals online for your clients instead of in paper form;
* Providing feedback about changes/enhancements in the satisfaction survey;
* Making your clients aware of the new service if they intend to appeal themselves; and
* Providing your clients with a link to the new service.

HMCTS has a limited period of time in order to demonstrate that the Submit Your Appeal service is a success and we would be grateful if you could support its use and development at the earliest opportunity.

If you have any questions or enquiries about the new service, please feel free to raise these with the project team who can be contacted at the email address below.

Kind regards,

Helen Dickens

Cluster Manager

**High Volume Processing Centres, National Business Centres | HM Courts & Tribunals Service**

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