

A man with reddish hair in a red shirt and a woman with grey hair in a red and white striped shirt are shaking hands on a balcony. The man is holding a green folder, and the woman is holding a white folder with a green sticky note. They are both smiling. In the background, there is a modern building with balconies and air conditioning units.

Not happy with a decision?

You have
the right
to appeal

At Freebridge, we work hard to make fair and consistent decisions. But we understand that sometimes you may not agree with a decision we've made, and we want to give you the chance to challenge it if you think it's wrong.

When Can You Appeal?

- You can appeal some types of decisions we make, including:
- If we've decided to end your tenancy or licence.
- If we've refused your request to exchange homes, transfer your tenancy, or add someone to it.
- If you've been denied a new tenancy or refused an allocation.
- If we've declined to offer you support (like for under-occupation or adaptations).
- If you've been asked to pay for a repair or been refused compensation.

Not all decisions can be appealed - for example, if something is already being handled by the courts.

How Do You Appeal?

You must contact us within 10 working days of receiving our decision. You can do this:

- In person
- By phone
- By email or social media
- Through our website
- Or by writing to us

Tell us why you disagree and include any evidence that supports your case.

What Happens Next?

We'll look at your appeal in two stages:

- Stage 1 – A senior manager (who wasn't involved in the original decision) will review your case and respond within 10 working days.
- Stage 2 – If you're still not happy, you can ask for a hearing with a Director. This meeting will happen within 5 working days of your request, and we'll give you a final written decision within another 5 working days.

Need Help Appealing?

We'll do everything we can to support you through the process. Let us know if you need:

- Extra time to send information
- Help with communication (like sign language or large print)
- To nominate someone to speak on your behalf

We're here to make sure the process is fair and accessible to everyone.

You can read our full Appeals policy over at the policies section of our website, under Policy & Procedural Handbook:

freebridge.org.uk/who-we-are/our-policies