

You'll lose some of your payment

This reduction will last 14 days

Dear Mr Brown

On 2/3/15 at 2.30pm you didn't come to a meeting with your work coach at your Universal Credit Service Outlet.

Because of this, you'll lose some or all of your Universal Credit payment for a time. We call this being sanctioned.

However on 9/3/15 called us to agree when you'd attend a meeting with your work coach, and you later did this as agreed.

This has limited the length of your sanction.

What you'll lose from your payment

Because of this sanction, you'll lose <£xx> each day for 14 days

This total is made up of:

- 7 days – the number of days from 2/3/15 to 8/3/15
- plus 7 days – the basic length of this sort of sanction

You'll lose this money either from your next payment or after the end of any other Universal Credit sanctions or penalties you have.

Getting help and support

If you don't have enough money to meet your essential needs during a sanction, you may be able to get a recoverable hardship payment. Call us on 0345 600 0723 if you want to find out more.

For free advice about managing your money, go to www.moneyadviceservice.org.uk/uc or call 0300 500 5000.

Yours sincerely,

Office manager

If you disagree with a decision

You can ask us to explain our decision

You, or someone who has the authority to act for you, can phone or write to us within one month of the date on this letter to ask us to explain our decision.

You can ask us to look at a decision again

Tell us if you have more information that could affect the decision, or you think we've overlooked something. Please do this within one month of the date on this letter.

When we've looked at what you've told us, we'll send you a letter to tell you what we've decided and why. We call this letter a Mandatory Reconsideration Notice.

If you still disagree, you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to an independent tribunal – a separate body from DWP. It will make its own decision, and we will do what it decides.

You can only appeal to a tribunal once you have your Mandatory Reconsideration Notice. You'll need to start your appeal within a month of the date on the Mandatory Reconsideration Notice.

How does Universal Credit work?

Universal Credit tops up your income, aiming to make sure earning more at work will never make you worse off. It also provides support through your work coach to help you prepare for and move into work, and earn more.

Your work coach will tell you what you need to do to get Universal Credit. If you don't do these things, and we decide you don't have good reason, you'll lose some or all of your Universal Credit payment.

What if I get a job or other things change?

Please tell us straight away so we can make sure the support you get is based on the latest information. For example, if you're working you may not have to attend interviews with us. And did you know we may be able to pay you Universal Credit even if you're earning? If you spend 6 months doing enough work that we no longer ask you to try to earn more, we could remove any remaining days of sanctions. The 6 months don't have to be all in one go, but they do all need to be after the cause of your most recent sanction.

Where can I find more information?

Your claimant commitment tells you more about how to make sure you get the right Universal Credit payment for your situation.

If you're unsure about anything, visit www.gov.uk/uc or ask your work coach.

Equality and diversity

We're committed to treating people fairly, regardless of their disability, ethnicity, sex, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

Call charges

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.