

Information for Claimant and Interviewer

Griselda has asked you to explain a recent sanction decision, as she doesn't understand why her money has been stopped.

You have checked the journal and the decision was to sanction Griselda because she failed to comply with a work preparation requirement without good reason – she failed to attend an Interview Skills event two weeks ago.

Griselda contacted her work coach 3 days after her failure and was given a compliance condition to attend a meeting with her work coach. She attended this meeting.

System held information

The system holds a first low level sanction of 9 days.

This is made up of an open-ended period of 2 days followed by a fixed period of 7 days.

Consider how you will explain the sanction decision to Griselda.

Information for the claimant only

You don't understand why you have had your money stopped, and why it is for 9 days. The decision letter is not very clear.

You just forgot to attend and thought you had put a reminder in your phone/but you forgot. You had a hospital appointment the day before and you may have deleted the reminder for the course thinking it was the reminder for the hospital appointment. It wasn't a deliberate decision not to attend.