

**26 July 2018**

Dear Tribunal User,

**Submit Your PIP Appeal Online**

I am writing to you to draw your attention to the extension of our **Submit Your Appeal** function which will shortly allow PIP appellants in all of England and Wales to **submit their PIP appeal online**. This new service dispenses with the need for printed forms and postage, can be accessed from PCs, mobile phones or tablets and will be 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 delay caused by postal transfers. The service is currently in a phased rollout, restricted to PIP appeals, and will start to gradually incorporate all regions of England and Wales from the end of July 2018. The current pilot areas of the Midlands and South-East England will continue to be able to access the service from the 26th July. New regions will follow on a phased basis. The current proposed rollout schedule between July and October is:

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| North West England (Liverpool centre) |
| London (Sutton Centre) |
| North East England (Newcastle centre) |
| Yorkshire & the Humber (Leeds centre) |
| Wales and South West England (Cardiff centre) |

We will let you know when your region goes live by emailing you personally closer to the time. Arrangements for Scotland are yet to be confirmed.

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 headed ‘*Submit Your Appeal’* and click on the green ‘*Start Now’* button to appeal.

<https://www.gov.uk/appeal-benefit-decision/submit-appeal>

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. This feedback aids in the development and enhancement of the service.

You could support the development, enhancement and expansion of *Submit Your Appeal* 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.

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,

Daniel Flury

**Deputy Director, Tribunals**

**HM Courts and Tribunals Service**

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