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Tenant Participation
Housing Service
Housing Repairs
Council Information Services



HOUSING & CUSTOMER SERVICES

Your Questions Answered

Allocations Policy

Appeals Process



West Lothian Council Housing & Customer Services

Allocations Policy - Appeals Process

If I am unhappy with a decision made regarding my housing application what should I do?

All housing applicants have the right of appeal against decisions, which are made by the Council in connection with their housing application. If you wish to appeal against a decision that has been made by the Council you should firstly submit the appeal in writing to the Local Area Housing Manager within fourteen days of the decision being made.

What happens next?


The local Area Housing Manager will consider your appeal and advise you of the outcome of your appeal within 5 working days.

What if I remain dissatisfied with the outcome of my appeal to the local Area Housing Manager?

If you are unhappy with the response that you receive from the local Area Housing Manager you can submit a further appeal in writing within fourteen days of receiving the Managers decision. Your appeal should be addressed to the Head of Housing and Customer Services, West Lothian Council, West Lothian House, Almondvale Boulevard, Livingston who will consider the matter further.

When can I then expect to have a decision?

It is anticipated that you will receive a response to your appeal from the Head of Housing and Customer Services within 10 working days after a detailed investigation of your appeal has been undertaken.



If I am still dissatisfied with the outcome of my appeal what can I do?

In these circumstances you can make a final appeal to the Convenor of the Councils Health and Care Committee. Thereafter there is no further right of appeal within the Council.

Is there a process of Independent Review if I remain unhappy with the outcome of my appeal by the Council?

Yes, you also have the right to approach the local authority ombudsman. The address and telephone number to contact is as follows:

Scottish Public Services Ombudsman
23 Walker Street
EDINBURGH
EH3 7HX

Tel. No. 0870 011 5378

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
1/3 East Main Street
Armadale EH48 2QA
Email:Armadaleaho@westlothian.gov.uk

Bathgate CIS Office
Lindsay House
Bathgate EH48 1TS
Email:Bathgateaho@westlothian.gov.uk

Blackburn CIS Office
The Mill Centre
Blackburn EH47 7LG
Email:Blackburnaho@westlothian.gov.uk

Broxburn CIS Office
Strathbrock Partnership Centre
189a West Main Street
Broxburn EH52 5LH
Email:Broxburnaho@westlothian.gov.uk

Fauldhouse CIS Office
10 Main Street
Fauldhouse EH47 9HX
Email:Fauldhouseaho@westlothian.gov.uk

Linlithgow CIS Office
County Buildings
Linlithgow EH49 7EZ
Email:Linlithgowaho@westlothian.gov.uk

Livingston CIS Office
The Ability Centre
Carmondean
Livingston EH54 8PT
Email:Livingstonaho@westlothian.gov.uk

West Calder CIS Office
24-26 Main Street
West Calder EH55 8DR
Email:Westcalderaho@westlothian.gov.uk

Whitburn CIS Office
5 East Main Street
Whitburn EH47 0RA
Email:Whitburnaho@westlothian.gov.uk

West Lothian Connected
CIS Office
Almondvale Centre
Livingston EH54 6NB

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Customers with Special Requirements:



West Lothian
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.

The Text Phone number is
18001 01506 651115

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পাবেন। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਹਿਰ ਸਾਹਬਾਣੀ (ਹੋਰ) ਨੇਬੁਜੀਨ ਡੇ ਪੜਨ ਲਖੀ ਸਿਖੀ, ਡੇਮ, ਡੇਡੀ ਫਿੰਟ ਅਤੇ ਸਾਮਾਨੀ ਈਆ ਤੇਰ ਤਰਫਾਰ ਹਿਰ ਪੁਰਬਰਾਏ ਹੈ। ਫਿੰਟ ਅਤੇ ਟਿੰਟਰਫਿੰਟ ਅਤੇ ਤਰਫਾਰਏਰ ਸਾਰਫਿਸ ਫਿੰ ਹਿਸ ਨੰਬਰ ਡੇ ਸੰਫਰ ਡੇ 0131 242 8181

یہ معلومات بریل (اور ہون کے رسم الخط) ٹیپ، بڑے حروف کی عبارت اور کمیونٹی میں ہونے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انگریزی یا دیگر زبانوں سے لکھنے والے نمبر 0131 242 8181 پر رابطہ قائم کریں۔

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If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

www.westlothian.gov.uk/housing