

Administrative Support Centre Birmingham

The Administrative Support Centre (ASC) Birmingham is the Tribunals Service Beacon Office processing Social Security and Child Support appeals for Eastern and Central Regions, covering about one third of the UK.

The ASC aims to provide a customer-centred Service.

If you have any suggestions how we can improve our service please e-mail us at:

ascbirmingham@tribunals.gsi.gov.uk

or write to us at:

**The Tribunals Service,
Administrative Support Centre,
P O Box 14620,
Birmingham B16 6FR**

Or phone us on: **0845 408 3500**

Or fax us on: **0121 450 6392**

A feedback form on administrative performance is available at:

http://www.tribunals.gov.uk/Tribunals/Documents/ApositivestepforwardLeafletV2_NewTSgen.pdf

There are also comment boxes and cards that are available at venues to give feedback on any problem areas in the administration of your case or on any matters which we have done well.

These forms are both for administrative feedback and not for any comments on your decision or the Tribunal hearing.

We would appreciate it if you take time to assist us in our commitment to continuous improvement.

Here are some useful links below which can provide further information.

For guidance on how to appeal please click on the following link:

<http://www.appeals-service.gov.uk/FormsGuidance/formsguidanceappeal.htm>

It is important that we have some information to help us deal with your appeal appropriately, for example we need to know if you need someone to interpret for you if you do not speak English or if you use sign language. The Tribunal uses independent interpreters.

We send an enquiry form by post but if you have not received one you can download it from:

<http://www.appeals-service.gov.uk/Documents/3nov08/TCEEnquiryFormAppellant.pdf>

<http://www.appeals-service.gov.uk/Documents/3nov08/TCEEnquiryFormOtherParty.pdf>

If you have just received a reminder and have returned your enquiry form in the last few days, please ignore the letter.

The completed enquiry form can be sent by post, e-mail or fax, or you may telephone and the answers will be noted by the Clerk.

For information on the procedure after the decision has been issued, please click on the following link for guidance and the forms that are required to be completed:

http://www.osspsc.gov.uk/Documents/FormsGuidance/Forms/UT1_GuidanceNotes.pdf

http://www.osspsc.gov.uk/Documents/FormsGuidance/Forms/UT1SocialEntitlementForm_nov09.pdf

http://www.osspsc.gov.uk/Documents/FormsGuidance/Forms/UT1_SocialEntitlementForm_nov09.doc

For any action after your decision has been issued, you **MUST** write to us. You should not delay as timescales for further procedure are important.

We have a very high number of telephone enquiries and waiting times for a hearing can be significant.

Your appeal is not likely to be heard before 6 months from the date of receipt at the ASC.

If you wish to access the Midlands Area Business Plan then it is available on the following link:

<http://www.tribunals.gov.uk/Tribunals/News/news.htm#mar12>