

# Appealing an incorrect ESA decision

I am not well enough to claim JSA and need help to be reassessed for ESA



**citizens  
advice**

**Mole Valley**

## Client's story

I recently became very unwell and had started to claim Employment & Support Allowance.

I was self employed and so had no access to Statutory Sick Pay.

After a while I was asked to attend a medical assessment. Unfortunately, I did not score the sufficient number of points required to be able to continue to claim Employment & Support Allowance (ESA). The Department of Work & Pensions advised me to claim Job Seekers Allowance (JSA) instead.

I simply couldn't do this; I was not well enough to be able to look for jobs. I approached my local Citizens Advice to ask for advice.

## How Citizens Advice helped me

The adviser helped me to request a mandatory reconsideration of the medical assessment decision. My request was based on two things - I felt that the assessor didn't take sufficient account of my health issues and I felt no-one had listened to my concerns.

Unfortunately my mandatory reconsideration was refused. However an adviser helped me to prepare for a face to face appeal. This went well and I was placed into the correct ESA group for my needs. I was so grateful for this support; I would have struggled to have achieved this result by myself.

