LARP Appeals Process Overview

Grants Division

Appeal lodged by client → Appeal lodged within 21 days?

- No → Appeal out of time → Client provides reasons?
  - No → Issue letter: 'Appeal Not Accepted'
  - Yes → Internal review
- Yes → Internal review

Internal review → Was the original decision correct?
- No → Grant of Aid Issued (if the appeal is allowed). → End
- Yes → Redetermination Refusal Letter (informing client that the original decision stands, and the appeal will be referred to LARP) → Prepare LARP Report with supporting material

LARP Secretariat

LARP Report received by the LARP Secretariat → Register LARP Report and assign to Panel member → Conflict of interest check passed?
- Yes → Panel Member available?
  - Yes → Allocate to Panel Member: Review to be completed within 14 days → Assign panel member based on a rolling list (alphabetical order within each area of law). If the selected member is unavailable, the next available member in the rotation is chosen. Document the allocation decision and results of the conflict check
  - No → Reassign to another Panel member
- No → Reassign to another Panel member

Issue client outcome letter

Panel Member

LARP Report received in PDF format via OneDrive → Review LARP Report and supporting material within 14 days → Panel Member must decide if the appeal is Allowed, Deferred, or Disallowed
- Deferred → Return to Secretariat for Info / Info Obtained, Return to Panel
- Allowed or Disallowed → Record decision and comments on Resolution Report → Send Resolution Report to LARP Secretariat to issue client outcome letter and notify LANSW → Issue client outcome letter