



The Scottish Parliament
Pàrlamaid na h-Alba

Social Justice and Social Security Committee

Derek Mitchell
Chief Executive
Citizens Advice Scotland

05 November 2025

Dear Mr Mitchell,

Client Experience of Social Security Scotland's Redetermination and Appeals Process

In February 2024, the Social Justice and Social Security Committee agreed to review the client experience of Social Security Scotland's re-determination and appeals process, following practical concerns raised with the Committee.

Your organisation [provided evidence on this matter in March 2024](#).

Subsequently, on 25 April, the Committee heard from both the Scottish Courts and Tribunal Service (SCTS) and Social Security Scotland. Prior to that session, [SCTS informed the Committee](#) of their intention to revise the template letter sent to appellants.

The Committee is now seeking an update to understand whether the previously identified issues have been addressed.

We would appreciate your response on this matter by **Wednesday 26 November**.

Yours sincerely,

Bob Doris MSP
Deputy Convener
Social Justice and Social Security Committee

Contact: Social Justice and Social Security Committee, The Scottish Parliament, Edinburgh, EH99 1SP. Email SJSS.committee@parliament.scot. We welcome calls through Relay UK and in BSL through Contact Scotland BSL.