

Removal of the Requirement to accept a commitment

There may be circumstances where the requirement to accept a commitment can be removed temporarily or permanently.

This requirement can be lifted temporarily where:

- a person is undergoing medical treatment as an in-patient in a hospital
- a claimant or office has an exceptional domestic emergency such as fire or flood
- the office the person would be required to attend to accept their commitment is closed and alternative arrangements are not possible

This list is not complete and is to show some circumstances that are exceptional.

Once the circumstances are resolved, a commitment will need to be accepted.

Where the claimant is physically or mentally unable to accept their commitment and this is unlikely to change or it would be unreasonable to expect them to do so due to terminal illness we will waive the requirement to accept a commitment permanently.

Whilst a requirement to accept a commitment is waived, the system does not currently allow commitment acceptance to be ignored, so in this instance a work coach can mark the commitment as accepted so the claim can continue, and make a note of the actions taken and the reason.

Appointees cannot accept a commitment on behalf of a claimant.