

Claimant Commitment not accepted

All claimants must accept their Commitments. Couples must both accept their own individual Commitments for the household to qualify for Universal Credit.

Whenever Commitments are updated they must be accepted by the claimant. For auto-generated Commitments, claimants are reminded to accept their Commitments within 7 days of receiving the prompt. For tailored Commitments, claimants are required to accept them within 7 days of their Commitments meeting.

If they don't accept the Commitments within this time and do not have complex needs their claim must be closed the day after. The termination date is the date of declaration. The claimant will be notified that their claim has been closed.

Where a reviewed Commitment is not accepted within the allowed time, the claim is closed from the beginning of the Assessment Period in which the commitment was reviewed.

If a claimant refuses to accept their Commitments, the following options are available to them:

- a cooling off period
- a second opinion
- refusal to accept their Commitments

Cooling off period

If the claimant refuses to accept their Commitments they have a "reasonable" amount of time to re-consider it, currently set at 5 working days/7 calendar days. This is also known as the "cooling off period". The claimant is informed that failure to accept their commitment within 7 calendar days will result in the claim being closed.

If they have not accepted their commitments or requested a [second opinion](#) by the end of any "cooling off" period then they have failed a condition of entitlement and their Universal Credit claim will close from either the date of claim or the beginning of the assessment period in which the commitment was reviewed.

If a claimant accepts their commitments during the cooling off period, the claim continues from either the original date of claim or the date of the review.

Second Opinion

Claimants who disagree with their work search or availability requirements and are refusing to accept their commitments can ask for these to be reviewed (second opinion). If the second opinion is asked for within the cooling off period, the cooling off period ends.

Before requesting and during the second opinion the claimant must be informed of the consequences of not accepting their commitments. In couple claims partners must also be informed that if the commitments are found to be reasonable their claim will be closed.

Only one request for a second opinion is allowed for every new or updated commitment.

Initial commitment

If the second opinion agrees that the original requirements are considered to be reasonable, the original commitments remain unchanged. If the claimant now chooses to accept this commitment date of claim will be from the date the commitments is accepted. If they refuse to accept it the claim is closed.

If the requirements are considered unreasonable the claimant must be offered a new commitment to accept. They cannot ask for a further second opinion and there is no further cooling off period. If the claimant refuses to accept their commitment the claim will be closed. If they accept their commitment, the original date of claim is used.

On-going commitments

If the second opinion agrees that the original requirements are considered to be reasonable, the claim is closed from the start of the assessment period in which the change was generated. The claimant will need to submit a new claim.

If the requirements are considered unreasonable the claimant must be offered a new commitment to accept. If the claimant refuses to accept their commitment (either the revised one or the original) the claim will be closed. If they accept their commitment, the claim continues.

Refuses to accept a commitment

If the claimant refuses to accept their commitment without a second opinion the claim will close from the beginning of the assessment period in which it was generated.

Claimants must be notified of all decisions by an outcome decision notification which sets out their rights to mandatory reconsideration and appeal.

If the claimant does not accept a reasonable Commitment then they are not entitled to receive Universal Credit.

Claimant fails to book their initial commitment meeting

The claimant has 1 month from the date of claim to book an initial commitment meeting. If the claimant does and they do not have complex needs we close the claim, following the same process for failing to book their Initial evidence meeting. DN link to claim closure