



Aberdeen City Health & Social Care Partnership

A caring partnership

Direct Payment Escalation Procedure

At the point of setting up or reviewing your direct payment you will have signed a Direct Payment agreement. This outlines your responsibility to submit audit paperwork to Aberdeen City Council. If you do not submit your audit by the due date, then your Direct Payment may be at risk of suspension or termination.

**30 days
before audit
due date**

Direct Payment Finance Team send you an audit reminder letter **30 days** before your audit is due. The audit letter contains the information you need to submit to the finance team.

**14 days
after due
date**

If you have not submitted your audit by 14 days after the due date, then your practitioner will contact you to find out why the audit has not been submitted. Your practitioner may be able to grant a further extension of no more than **14 days**.

**28 days
after due
date**

If you have not submitted your audit by **28 days** after the initial due date, then your case will be discussed with the service manager of your service area. At this stage, there is a risk of your DP being suspended or terminated.