

Activities Unlimited Short Breaks Personal Budgets - Appeals Process

We will write to you via the AU portal to let you know the outcome of your application for a Short Breaks Personal Budget. If you are not happy with the outcome of your application, you have the right to indicate your intent to appeal within 28 days of the date of our letter.

You will need to decline the offer on the agreement form sent to your portal by selecting "Offer not accepted"

In the first instance we will send your application form/s back to your portal for you to check to ensure that you have captured everything correctly or to make changes if necessary. If this does not change your offer and you still wish to appeal, an appeal form will be sent through to your portal for you to complete. As part of your appeal, you should include the reasons why you feel we have not made the correct decision and submit any supporting evidence to us at the same time via email. Please ensure you have read our [budget indicator information](#) before submitting your appeal.

We will then consider your appeal and notify you of the outcome within 28 working days of receipt of your appeal form. The possible outcomes to your appeal are as follows:

1. Your appeal is upheld and we agree that you should receive a higher level of Short Break Personal Budget. We will inform you of this and make the payment to you. This will be backdated to the date of your initial application.
2. Your appeal is not upheld and we consider that our original assessment of your application should stand. In this instance, you will remain entitled to the original amount. If this has not already been paid to you; it will then be paid and the amount due will be backdated to the date of your initial application.

Activities Unlimited Short Breaks Personal Budgets are issued on a financial year basis (1st April-31st March) each year and do not automatically renew. We will write to you when the time comes for you to submit your application for the following year. At this point you will be able to log in again, review the information we hold and amend as necessary for any future applications. The budget awarded may increase or decrease in future years depending on the level of need assessed.

We would always encourage families to contact us on the details above in the first instance and will work with you to find a solution whenever we can. However, if you remain unhappy with your outcome or would like to make a formal complaint about our service at any point, you can find the Suffolk County Council formal complaints process [here](#)