

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 can indicate your intent to appeal within 28 days of the date of our letter.

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.

You have 28 days to complete and submit to this to us. We will then consider your appeal and notify you of the outcome. If we do not receive your completed appeal form in this time your appeal will be closed. You can reapply at any time. 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 appeal request. Your agreement form will be sent back to your portal should you be eligible for a financial offer which we will need to be completed and returned within 28 days.
2. Your appeal is not upheld, and we consider that our original outcome of your application should stand. In this instance, you will remain eligible for 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. Your agreement form will be sent back to your portal should you be eligible for a financial offer which we will need to be completed and returned within 28 days.

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](#)