

{Client address}

Address to:
Compliments and Complaints Manager
FREEPOST IH 2076
Norwich
NR1 2BR

{Date}

Dear Sir/Madam

I am writing to formally complain about my recent personal budget review, and the decisions made.

Last year I was in receipt of 12 hours of care per week plus a 3 hours for supported activities with my PA. I struggle with many aspects of keeping my house clean and personal care. I am also not able to leave the house without support. The hours that I was receiving are therefore invaluable and I cannot begin to describe how my life has improved with this support.

As my PA works hard to support me, I have been able to start living and I feel that I am now able to contribute as a member of my local community. Before my personal budget I was only existing and had not left my home in a number of years except for necessary appointments.

Following this year's review my supported activities hours have been removed and my personal care hours have been reduced. This means that I am now back to being a prisoner in my own home, and on several days a week I am either unable to get out of bed, or I am reduced to having two showers a week. This is not an acceptable level of living. If I carry on in this existence my mental health will suffer, I will end up needing more support than I had previously which will cost the Council more money. I may also end up with admissions to hospital which, with the support my personal budget provides, I have been able to avoid for

the last couple of years. I understand that there have been reductions to the Council's budget, but if I end up costing more money in the long run this will not help reduce your funding. I also understand that the aim of the Care Act is to prevent, reduce and delay. The cut to my budget does not meet any of this, so therefore I do not believe you are meeting your obligations.

I look forward to receiving your acknowledgement of this letter. I would like you to carry out a full investigation into my concerns. Please confirm the timescale for the response to my complaint and keep me updated with the progress of the investigation, in line with the Norfolk County Council complaints procedure.

As an outcome from my complaint I would like the hours agreed in my budget to be reconsidered in light of the above.

Yours sincerely

Mr Smith