

**27 September 2018**

Dear Tribunal User,

**Submit Your PIP Appeal Online**

I wrote to you on 26 July to share with you the progress of the Submit Your Appeal service and plans for a phased roll-out across England & Wales.

I am delighted to let you know that, with effect from 27 September, the service is now live for users in Wales and South West England appealing against PIP decisions.

You can access the new service, hosted on Gov.uk, using the link below. Once you access the webpage, scroll down the page to Section headed ‘*Submit Your Appeal’* and click on the green ‘*Start Now’* button to appeal.

<https://www.gov.uk/appeal-benefit-decision/submit-appeal>

Once the appeal is submitted, the user is invited to participate in a satisfaction survey and to feed back any comments they may have on how the service could be improved. This feedback aids in the development and enhancement of the service.

You could support the development, enhancement and expansion of *Submit Your Appeal* by

* Making appeals online for your clients instead of in paper form;
* Providing feedback about changes/enhancements in the satisfaction survey;
* Making your clients aware of the new service if they intend to appeal themselves; and
* Providing your clients with a link to the new service.

If you have any questions or enquiries about the new service, please feel free to raise these with the project team who can be contacted at the email address below.

Kind regards,

Daniel Flury

**Deputy Director, Tribunals**

**HM Courts and Tribunals Service**

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