

Identifying types of not right

"But that's not right!" Autscope 2026

Different types of “not right” table

Different types of “not right” – “You are not eligible for the service/benefit” because	What is wrong with the decision	How to move forward
They have applied different eligibility criteria than the ones the rules set out	The decision-maker broke at least one rule	Complaint or appeal (if available) or legal challenge
They’ve decided you don’t have difficulty doing things ignoring strong evidence that you do	The decision-maker followed the rules but didn't fairly consider the evidence	Complaint or appeal (if available) or legal challenge
They have made a mistake or misunderstood something	The decision-maker made a mistake or misunderstood something	Complaint or appeal (if available) or legal challenge
The rules are wrong or unfair (e.g. autism doesn’t qualify)	The decision-maker followed the rules and did fairly consider the evidence but came to a decision I disagree with. I think the rules need to change.	Political issue – you can campaign for a change in the law/policy
Their expert says you don’t have serious enough difficulties and you couldn’t afford to pay an independent expert/couldn’t get a letter/report	The decision-maker followed the rules and fairly considered the evidence they had. I wasn't able to get all the evidence that would have supported my position.	Practical (and often financial) issue. Options: get better evidence somehow and then reapply or give up and get support to cope with your feelings.
They’ve decided to believe their expert/evidence instead of your expert/evidence	The decision-maker followed the rules and did fairly consider the evidence but came to a decision I disagree with. I think the rules are right. But my opinion is different from theirs.	Appeal (if available). Otherwise, nothing you can do. Get support to cope with your feelings.

Weighing whether to challenge

"But that's not right!" Autscope 2026

Should you challenge the decision?



What outcome can you realistically achieve by challenging it?

How likely is your challenge to succeed?

What help can you access to challenge it?

What stress and/or distress will you experience from the process of challenging the decision?

What demands will challenging it make on your resources?



It's important to **keep reconsidering** this issue throughout any challenge. The balance can shift as things develop.