**APPLICANT APPEAL PROCEDURE**

The Intake Agent must inform the Applicant/Co-Applicant of the Parent Appeal Procedures at time of initial authorization and reauthorization. A written appeal must be submitted following the appeal guidelines provided.

When any adverse action is taken such as denial, termination, or increase in co-pay, there is a three step appeal process:

**STEP 1:** Within **ten (10) Calendar days** of receipt of adverse action letter, or subsidy expiration date, the Applicant or Co Applicant must send a written request of appeal to the Intake Supervisor.

The Intake Supervisor has **ten (10) calendar days** to review the request and respond in writing. This response must provide information on the next step of the appeal process. The Intake supervisor will document research to support any decision made. The documentation shall be scanned into the case file.

**STEP 2:** If the Applicant or Co-Applicant is not satisfied with the decision of the Intake supervisor, the Applicant or Co- Applicant must send written request for appeal to the CCDF Policy Manager within **fifteen (15) calendar days** of receipt of the denial letter from the Intake supervisor.

# Office of Early Childhood and Out of School Learning Attn: CCDF Policy Manager – CCDF Appeals

**402 West Washington Street, W-362, MS-02 Indianapolis, IN 46204-2739**

The CCDF Policy Manager has **fifteen (15) calendar days** to review the request and respond in writing. This response must provide information on the next step of the appeal process.

**STEP 3:** If the Applicant or Co-Applicant is not satisfied with the decision of the CCDF Policy Manager, they have **fifteen (15)calendar days** from receipt of letter from the CCDF Policy Manager to submit a final request for appeal to the:

# Office of Early Childhood and Out of School Learning Attn: Director – CCDF Appeals

**402 West Washington Street, W-362, MS-02 Indianapolis, IN 46204-2739**

The Director has **fifteen (15) calendar** days to review the decision of the CCDF Policy Manager and respond in writing.

# THE DECISION OF THE DIRECTOR IS FINAL.